



## CLAIM INSTRUCTIONS FOR THE SHIPPER OR CONSIGNEE:

Red Arrow Logistics is eager to see that processing of a claim, be as smooth as possible. It is our goal to see that all claims are adjusted within 60 days, from the time that claims management has received all documentation pertaining to the claim.

The following procedures were prepared to assist you, our customer, on the steps that must be taken by the Shipper and/or Consignee in order to process a claim.

### **Please report any cargo claim as quickly as possible upon receipt.**

#### **Step 1**

- **Make certain** the Consignee or their agents count, weigh, tally and examine your cargo **when it is delivered.**
- **Make certain** that any exceptions are clearly reflected on the delivery receipt. For example: "2 cases top broken, 1 case wet". **Keep a copy of this delivery receipt!**
- If there are exceptions or obvious damage have them contact RAL **as soon as possible.**
- **Make certain** you confirm the location of the damaged cargo and the individual to contact for our surveyors to approach should a survey be required.
- Please tell the shipper/consignee or their agents **NOT** to discard, remove or throw away the packaging even if it is severely damaged.

#### **Step 2**

RAL will notify Insurance Carrier with the nature of the claim, damage estimate and current location of cargo.

#### **Step 3**

Eagle Underwriting will determine if a survey needs to be performed. If required, they will see to it that a surveyor is assigned to inspect the cargo as soon as possible.

#### **Step 4**

Once notice of claim is issued to Insurance Company, notification will be sent to RAL reconfirming the documentation and information required to process your specific claim.

**It is extremely important that the shipper and consignee work together to gather the information requested by Eagle Underwriting in order to expedite your claim.**

An overview of the information and documentation typically requested from a shipper or consignee is reflected below:

1. If your shipment was insured, evidence of insurance will be required. This will typically be the **original** insurance certificate or declaration. However, please be aware written instructions to insure a shipment always supersedes a certificate of insurance.
2. Commercial invoice reflecting the total value of the shipment.
3. Packing list reflecting every item that was shipped.
4. Repair invoices for shipments in which cargo was damaged but is repairable. NOTE! If your cargo is repairable you will be required to repair cargo.
5. Replacement invoice or statement from qualified third parties that cargo is not repairable.
6. Proof of delivery at final destination. Consignee should have a delivery receipt with exceptions to support cargo was damaged or lost in transit. THIS IS EXTREMELY IMPORTANT to support the shipment was damaged or lost during the due course of transit.



(425) 747-7914

www.redarrowlogistics.com

# Cargo Shortage and Damage Claim Form

Submission Date: \_\_\_\_\_

## Customer Information

Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## Shipment Information

Carrier Name: \_\_\_\_\_

BOL Number: \_\_\_\_\_

PRO Number: \_\_\_\_\_

Ship Date: \_\_\_\_\_

This claim is hereby filed for:

- Shortage
- Damage

Was the shortage or damage noted on the DR/POD?

- Yes
- No

If damage claim, can product be repaired?

- Yes
- No (Keep your packaging and damaged freight if it cannot be repaired.)

The articles were:

- New
- Used

**CLAIM MUST BE SUPPORTED BY A DETAILED STATEMENT SHOWING HOW THE AMOUNT WAS DETERMINED. INCLUDE A COMPLETE DESCRIPTION OF LOST ITEMS: SIZE, COLOR, MARKINGS, ETC.**

Shortage Information Only				
Article Description	Quantity	Weight	Unit Cost	\$ Amount Claimed
Totals				

**NOTE: Claim should be supported by the following documents. Failure to include sufficient documentation may delay conclusion of the claim.**

<b>Documentation of value/amount claimed</b> <input type="checkbox"/> Complete vendor invoice or photocopy showing all discounts <input type="checkbox"/> Original repair invoice or photocopy showing hours to repair, labor rate, and material cost	<b>Documentation that loss or damage occurred</b> <input type="checkbox"/> Noted consignee copy of DR/POD
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Other Notes \_\_\_\_\_

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USI Insurance Services will assist in the handling of cargo shortage and damage claims. This will entail Client providing information to USI Insurance Services for the claim filing to the specified carrier. USI Insurance Services will not be responsible for any claims that are denied for any reason by the specified carrier.

X \_\_\_\_\_ Signature

The foregoing statement of facts is hereby certified as correct.

Avalon Risk Management Email: <a href="mailto:armwestern@avalonrisk.com">armwestern@avalonrisk.com</a> Phone: (650) 652-4113
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