



Cargo Claims Policy: Excellence in Resolution

Freight Bill Exceptions

The burden of proof for most claims' rests with the consignee, who must note any exceptions on the carrier's copy of the delivery receipt. These exceptions should be as specific as possible, including detailed information about damage, part numbers, etc.

Types of Claims

There are three main types of claims:

1. **Damage:** Any visible damage to the product must be noted on the carrier's copy of the delivery receipt.
2. **Shortage:** All shortages must be documented on the carrier's copy of the delivery receipt.
3. **Concealed Damage or Shortage:** If hidden damage or shortage is discovered after a clear delivery receipt was signed, it must be reported within 15 days. Original packaging **MUST** be available. The burden of proving carrier responsibility rests with the claimant, by showing evidence that the damage did not occur prior to acceptance of the freight by the carrier or after delivery by the carrier. If it is determined the carrier may have contributed to the damage, a consideration of up to 33 % payment may be made.

Salvage

All damaged goods and packaging materials must be retained for inspection. Failure to retain these items may result in reduced or zero settlement. Standard Forwarding Freight LLC reserves the right to inspect the goods and will arrange salvage pickup after the claim has been settled.

Inspections

Standard Forwarding Freight LLC may arrange for an inspection of the damaged goods. They may also request that damaged items be returned to the shipper for inspection or repair, at no additional cost to the claimant. An INSPECTION REPORT does not serve as a CLAIM. It is not an acknowledgment of liability by the carrier.

Filing a Claim

The party who suffered the loss should file the claim, usually the owner of the goods as per the bill of lading terms (FOB origin or destination). However, this may also include other parties not listed on the bill of lading.

Original Paid Freight Bill

The original paid freight bill showing that all freight charges for the shipment against which the claim is filed have been paid in full. To finalize the claim, all freight charges must be paid.



Claim Amounts

By law, a claim should restore the claimant to their position prior to the loss or damage, not result in a profit. Proof of the loss in writing is required. Freight charges may also be claimed, limited to the portion of the goods that were damaged or lost. For Canadian shipments, the claim amount must match the customs invoice; anything exceeding will be paid based on the customs-reported value.

Claim Amount Limits

Unless otherwise contractually agreed upon, Standard Forwarding Freight's claim liability under TARIFF 200-A is limited to \$10.00 per pound for damaged or lost goods. Customers shipping high-value items should arrange for additional insurance if the value exceeds this limit.

Required Documentation

To file a claim, submit a Standard Forwarding Freight Claim Form or any standard "Form for Presentation of Loss or Damage Claims" along with the following documents as applicable:

- Copy of the original bill of lading
- Copy of the original delivery receipt
- Original invoice or certified value of the goods
- Inspection report
- Photographs, if applicable

Time Limits

- All claims must be filed in writing within 9 months of delivery, or in the case of shortages, within 9 months from the original delivery due date.
- Standard Forwarding Freight will acknowledge receipt of all claims within 30 days and will settle most claims within 60 days. All claims will be concluded by payment or denial within 120 days.

Where to File

Standard Forwarding Freight, Cargo Claims Department

P.O. Box 139,

East Moline, IL 61244-0139

Who to Contact

Kim Whipple, Claims Administrator

Phone: 309-751-0147 or 800-447-2012 (dial 9, then extension 147)

Email: cargoclaims@standardforwarding.com