

## INSTRUCTIONS FOR SUBMITTING A FREIGHT CLAIM

R+L Global Logistics or R+L Truckload Services, L.L.C. as a Freight Forwarder, will act on your behalf to pursue your claim against the motor carrier(s) involved. We endeavor to process all freight claims in accordance with National Motor Freight Classifications (“NMFC”) Principles and Practices for the Investigation and Disposition of Freight Claims found in NMFC Items 300100 through 300155.

Attach an original or certified copy of the following supporting documents:

1. R+L Global Delivery Receipt for shipment
2. Pictures of damaged freight and damaged packaging if available
3. Purchase receipt for goods listed above / Commercial Invoice
4. Packing List of goods for shipment
5. Invoice for repair of goods listed above if applicable
6. Inspection report if applicable
7. Statement of salvage value if applicable
8. Location of shipment & contact information

Send original or certified copy to:

**R+L Global Logistics**  
**Claims Department**  
**315 Northeast 14th Street**  
**Ocala, FL 34470**  
**Phone: (877)510-9133**  
[claims@rlglobal.com](mailto:claims@rlglobal.com)

**The claim will be considered properly presented only when the information and documents called for on this form and in the R+L Global Logistics INSTRUCTIONS FOR SUBMITTING A FREIGHT CLAIM have, as far as possible, been supplied.**

Before presenting a claim on account of loss and damage, the following important information respecting claims should be given careful consideration:

1. The terms under which property is accepted and transported by a carrier are stated on the Bill of Lading issued by the carrier; also in schedules, tariffs and classifications issued or subscribed to by the carrier. Persons intending to file claims should, before doing so, examine the terms and conditions under which the property was accepted and transported.
2. Carriers and their agents are bound by the provisions of law, and any deviation there from by the payment and claims before the facts and measure of legal liability are established will render them, as well as the claimant, liable to fines and penalties by law.
3. It is a common practice for manufacturers and others to ship large quantities to key points for warehousing and later distribution to surrounding areas. In many instances, the original container is not opened and the contents examined before re-shipment to final destination. When this practice is followed, it is impossible to determine after delivery to final destination whether loss or damage of a concealed nature occurred before or after re-shipping. Consignees can usually expedite settlement by securing initial shipper’s and warehouse’s cooperation in supplying necessary billing reference so that shipment can be identified in handling with carriers rendering transportation to the distribution point.

**ALL DAMAGED PRODUCT AND ITS PACKAGING MUST BE KEPT UNTIL CLAIM IS SETTLED**

## Cargo Loss or Damage Claim

Form must be submitted within time limits specified on reverse side of Waybill – Terms & Conditions

**ITEMIZED CLAIM STATEMENT QUESTIONNAIRE**

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

Claimant Company Name: \_\_\_\_\_

Claimant Address: \_\_\_\_\_

Claimant Phone: \_\_\_\_\_ Claimant Fax: \_\_\_\_\_

Claimant Contact Name (printed): \_\_\_\_\_

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

**SHIPMENT DETAILS (Complete all that apply)**

House Way Bill Number: \_\_\_\_\_ Date of HWB: \_\_\_\_\_

Bill of Lading Number: \_\_\_\_\_ Date of Bill of Lading: \_\_\_\_\_

Commodity: \_\_\_\_\_

Packing: \_\_\_\_\_

 Was Insured Value Noted?  Yes  No Value: \$ \_\_\_\_\_

 Was Declared Value Noted?  Yes  No Value: \$ \_\_\_\_\_

DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED (Number and description of articles, nature and extent of loss or damage, invoice price of articles, amount of claim, etc., ALL DISCOUNTS and ALLOWANCES MUST BE SHOWN)			
Item Description	CONDITION (CIRCLE)	Quantity	Total Cost
	NEW USED		
	NEW USED		
	NEW USED		
	NEW USED		
NMFC Item No. of commodity lost or damaged			Total Amount of Claim \$

**DAMAGE or LOSS SPECIFICS (Shipment, Containers & packaging must be available for inspection)**
**Damage:**  Visible  Concealed  Entire Shipment  Portion of Shipment

Delivery Date: \_\_\_\_\_

 Delivery receipt was signed:  Clean  Exceptions Noted

 Pieces & Weight of Damaged Cargo \_\_\_\_\_ / \_\_\_\_\_

 Details of Damage Incurred:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**SHIPMENT DID NOT ARRIVE:**  Entire Shipment  Portion of Shipment

Date Delivery Was Due: \_\_\_\_\_ Pieces &amp; Weight of Missing items \_\_\_\_\_ / \_\_\_\_\_

 Detailed Description of Lost Freight: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**LOSS AMOUNT / REPAIR STATUS**

 Can the goods be repaired?  Yes  No Please forward repair estimate as soon as possible.

 Do the goods need to be replaced?  Yes  No  Entire Shipment  Portion of Shipment

**Claim Amount:** \$ \_\_\_\_\_  Replacement Value  Sale Value

**The foregoing statement of facts is hereby certified to as correct.** By signing, I authorize R+L Global to act on my behalf with regard to this cargo claim.

 \_\_\_\_\_  
**Signature of Claimant** **Date** **Position/Title of Claimant**