

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 **(Required)**
3. Purchase receipt for goods listed above / Commercial Invoice
4. Packing List of goods in the 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

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

Send original or certified copy to claims@rlglobal.com or send to:

**R+L Global Logistics
Claims Department
315 Northeast 14th Street
Ocala, FL 34470
Phone: (877) 510-9133**

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.

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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 the freight insured? Yes No

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		
NMFC Item No. of commodity lost or damaged NEW USED			Total Amount of Claim \$

DAMAGE or LOSS SPECIFICS (Shipment, Containers & packaging must be available for inspection)

 Damage: Concealed Visible Entire Shipment Portion of Shipment

Delivery Date: _____

 Delivery receipt was signed: Clean Exceptions Noted

Pieces & Weight of Damaged Cargo _____ / _____

 Details of Damage Incurred:

Missing Freight: Entire Shipment Portion of Shipment

Date Delivery Was Due: _____ Pieces & 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

Total Claim Amount: \$ Replacement Value Sale Value

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

Signature of Claimant

Date

Position/Title of Claimant