



INSTRUCTIONS FOR SUBMITTING A FREIGHT CLAIM

R+L Truckload Services 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.

To assist us in filing a cargo claim with the responsible motor carrier, all of the following documents must be submitted in support of the claim:

- *Fully completed Standard Form for Presentation of Loss and Damaged Claim.*
- *Copy of the original freight bill and/or Bill of Lading.*
- *Copy of the original merchandise invoice, reflecting all trade or other discounts, allowances or deductions of any nature.*
- *If product can be repaired, please include a copy of the repair invoice or estimate(s).*

DETAILED LETTERED INSTRUCTIONS FOR PREPARATION OF STANDARD FORM FOR PRESENTATION OF LOSS AND DAMAGED CLAIM

- (A) Optional – This is a reference number issued by your company, for use in future correspondence.
- (B) Indicate total amount claimed and whether the freight claim is for loss or damage.
- (C) Name of company who issued the Bill of Lading (Shipper) and the city/state where shipment originated.
- (D) Name of the company receiving the freight (Consignee) and the city and state where shipment was consigned.
- (E) **R+L Truckload Services** load number, located in the top right hand corner of R+L Truckload Services spot quote form or available from your R+L Truckload Services representative.
- (F) Specific items of damage claimed, including freight charges, if applicable.
- (G) Total amount of freight claim.
- (H) Date and signature of authorized person completing claim form.
- (I) Complete company name and address. This is the name and address to which all correspondence will be directed. If payment should be made to an entity, other than the company filing the freight claim, please provide that information as well. If this section is not completed, the freight claim will be returned to you for receipt of additional information.

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

STANDARD FORM FOR PRESENTATION OF LOSS AND DAMAGE CLAIM

(Read instructions attached before filling in this form)

To: **R+L Truckload Services**

_____ (Date)

(A) Claim Number (optional) _____

This claim for (B) \$ _____ is made against your company for (check one):

shortage visible damage concealed damage loss or other (explain) _____

(C) _____ (Name of Shipper)	(D) _____ (Name of Consignee)
_____ (Point Shipped From)	_____ (Final Destination)
_____ (Name of Carrier Issuing Bill of Lading)	_____ (Date of Delivery)
_____ (Date of Bill of Lading)	(E) _____ (Delivering Carrier's Freight Bill Number)

If shipment reconsigned enroute, state particulars: _____

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)			
(F) Item Description	CONDITION (CIRCLE)	Quantity	Total Cost
	NEW USED		
	NEW USED		
	NEW USED		
	NEW USED		
	NEW USED		
NMFC Item No. of commodity lost or damaged _____			Total Amount of Claim (G) \$ _____

The following documents are submitted in support of this claim:

- | | |
|---|---|
| _____ Original Bill of Lading | _____ Consignee concealed loss or damage form |
| _____ Original paid freight bill or other carrier document bearing notation of loss or damage if not shown on freight bill. | _____ Original invoice or certified copy |
| _____ Carrier's Inspection Report Form (concealed loss or damage) | _____ Shipper's concealed loss or damage form |
| | _____ Other particulars obtainable in proof of loss or damage claimed |

(Note: The absence of any document called for in connection with this claim must be explained. When impossible for claimants to produce original bill of lading or paid freight bill, a bond of indemnity must be given to protect carrier against duplicate claim supported by original documents.)

INDEMNITY AGREEMENT

In the absence of the Original Freight Bill and/or Original Bill of Lading, we agree to hold the above named carrier to whom this claim is presented and any other participating carrier harmless and indemnified against any and all lawful claims which may be made against it or them arising out of the same shipment and will pay to the said carrier and any participating carrier(s) any losses, damages, costs, counsel fees or any other expenses which they or any of them may suffer or pay by reason of payment of our claim, herein described, without the surrender of the Original Freight Bill or Bill of Lading, as such was not provided and/or cannot be located. **THE FOREGOING STATEMENT OF FACTS IS HEREBY CERTIFIED AS CORRECT.**

(H) _____
(Date)

(Claimant's Name & Signature)

(I) _____
(Company Name)

(Claimant's email address)

(Company Address)

(City, State and Zip Code)

Please email or mail all documents to: R+L Truckload Services
Laura.ryan@rlglobal.com
Attn: Freight Claims Dept., 1300 SW 38th Ave – Ocala, FL 34474

By signing above, I authorize R+L Truckload Services to act on my behalf with regard to this cargo claim.

STANDARD FORM FOR LOSS AND DAMAGE

NOTICE TO CLAIMANTS

Claimants are requested to make use of this form to assist R+L Truckload Services in asserting claimant's claim against the applicable motor carrier. The required information should be filed directly to R+L Truckload Services, Attn: Freight Claims Dept., 1300 SW 38th Ave.- Ocala ,Fl 34474 and will be considered properly presented only when the information and documents called for on this form and in the R+L Truckload Services INSTRUCTIONS FOR SUBMITTING 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.** In order that the applicable Motor Carrier may have an opportunity to inspect goods and thereby properly verify claims, any loss or damage discovered after delivery should be reported to the agent of the delivery line, as soon as possible, immediately upon delivery, or within 15 days after receipt of goods by consignee. Concealed loss and damage claims should be supported by an "Inspection Report Form" covering the joint inspection of the loss or damage by consignee and the R&L representative.
- 4.** 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.