



STEPS TO FOLLOW IN ORDER TO FILE A DAMAGE/SHORTAGE CLAIM

1. **DO NOT DISPOSE OF THE MATERIAL**
2. Examine the missing or damaged freight
3. **NOTE** any exceptions on the delivery receipt
4. Make sure both you and the driver sign and date next to the exception
5. Immediately contact carrier or KDL to file a claim
6. If carrier waives inspection get (full name, title, and phone number) of that person
7. Conduct your own inspection
8. Note everything for your records
9. If concealed damage-**DO NOT MOVE FREIGHT OR PACKING MATERIAL**
10. Contact carrier or KDL immediately to request inspection (Only if the value of the claim exceeds \$500.00)
11. Inspection of concealed damage must be offered to the carrier immediately. Depending on carrier, option will expire in ≤ 15 days
12. Take pictures before, during, and after unloading and/or unpacking freight

STEPS TO FOLLOW DURING THE CLAIM PROCESS

1. **PUT THE FREIGHT TO THE SIDE AND LEAVE UNTOUCHED UNTIL A CARRIER CLAIMS INVESTIGATOR HAS THE OPPORTUNITY TO INSPECT THE MATERIAL.**
2. If the freight is returned and cannot be stored at your location, **REJECT THE MATERIAL AND HAVE THE CARRIER STORE IT AT THEIR FACILITY.**
3. **DO NOT DISPOSE OF THE FREIGHT.** If the freight cannot be salvaged, the carrier has the right to buy the merchandise from the shipper and sell in an auction or to a salvage agent. This will help the carrier reduce their costs of the claim.

These guidelines are set forth in **49 C.F.R. Part 370**. Please reference <http://ecfr.gpoaccess.gov/> for more information.

4. If the freight is disposed of before this time, the carrier has the right to reject the claim.

QUESTIONS THAT NEED TO BE ASKED:

1. Can freight be repaired or salvaged?
2. If so, what is the repair cost or salvage rate?
3. How much of the freight can be salvaged or repaired- (need weight and pieces)
4. Who will take possession of the freight?

ITEMS NEEDED FROM YOU IN ORDER TO FILE CLAIM:

1. A copy of the original invoice listing the product cost
2. A copy of the original bill of lading
3. A copy of the delivery receipt
4. Pictures
5. Carrier Claim Request Form