



GUIDE TO FILE Loss and/or Damage Claim

The terms under which property is received and transported by a carrier are stated on that carrier's Bill of Lading (BOL), schedules, tariffs and classifications issued, or subscribed. Please review the terms and conditions under which the property was accepted and transported.

Carriers and their agents are bound by the provisions of the law, and any deviation therefrom 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.

In order for R+L Carriers to have the opportunity to inspect goods and verify claims, any loss and/or damage discovered after delivery should be immediately reported to the delivery agent, or within five days of consignee receipt of goods.

It is common practice for manufacturers and wholesalers to ship large quantities to key warehouse points. If the original container remains sealed then foregoing inspection of contents, it is impossible to determine when loss and/or damage occurred. Consignees can sometimes expedite settlement by securing the cooperation of the initial shipper and warehouse in supplying necessary billing reference so that shipment can be identified in handling with carriers rendering transportation to the distribution point.

STANDARD FORM FILING for Loss and/or Damage Claim

We process each Freight Claim in accordance with the regulations outlined by the National Motor Freight Classifications (NMFC) Principles and Practices for the Investigation and Disposition of Freight Claims, Items 300100 – 300155.

REQUIRED DOCUMENTS to support Loss and/or Damage Claim

- Standard Form for Presentation of Loss and/or Damage Claim
- Freight Bill and/or Bill of Lading (BOL)
- Merchandise Invoice describing trade, discounts, allowances, or deductions
- If freight can be salvaged, include repair invoice, or estimate(s)

INSTRUCTIONS when submitting Loss and/or Damage Claim

- A** Claimant name and phone number.
- B** Dollar amount and type of loss and/or damage.
- C** Shipper name, origination point, carrier responsible for issuing bill of lading, and date.
- D** Consignee name, delivery point, delivering carrier, and date of delivery.
- E** **R+L CARRIERS'** Freight Bill, or Pro Number - located on Bill of Lading.
- F** Details of loss and/or damage.
- G** Total weight being claimed and the amount less applicable discounts .
- H** Claimant name, signature and date.
- I** Claimant E-mail address and mailing address.

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

E-MAIL, FAX OR MAIL Return completed form and Proof of Value documentation to:
cargoclaims@rlc.com | FAX: 937.283.8958 or 937.283.3721 | **R+L Carriers** Freight Claims Dept. P.O. Box 271 Wilmington, OH 45177



STANDARD LOSS and / or Damage Claim

A Claimant Name: _____

Claimant Phone Number: _____ Claimants Claim Number: (Optional) _____

B This claim for \$ _____ is made against your company for:
shortage visible damage concealed damage loss other (explain) _____

C _____
Shipper Name

Shipped From (City, State, Zip)

Name of Carrier Issuing Bill of Lading

Date of Bill of Lading

D _____
Consignee Name

Final Destination (City, State, Zip)

Name of Delivering Carrier

Date of Delivery

E _____
Delivering Carrier's Freight Bill Number

Loss and / or Damage Claim DETAILS

Invoice price of articles with description, nature, and extent of loss and / or damage. All discounts and allowances must be shown.

| | | | |
|----------------|-----|------|-------|
| F _____ | New | Used | _____ |
| _____ | New | Used | _____ |
| _____ | New | Used | _____ |
| _____ | New | Used | _____ |

Total Weight Being Claimed _____ **G** Total Amount of Claim \$ _____

The following documents are submitted in support of this claim:

- Original Bill of Lading
- Original invoice
- Other particulars obtainable in proof of loss or damage claimed
- Original Freight Bill, or other carrier document notating of loss or damage

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.

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 Name

Claimant Signature

I _____
Claimant E-mail

Claimant Address

City, State, Zip

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