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## Claims Guide

Handling freight claims requires time and effort from a shipper. There are certain processes, rules and regulations that should be followed to ensure freight claims are resolved. A third party logistics (3PL) provider, like GLOBALTRANSSERVICE Corp., works on behalf of the shipper and processes a clients' freight claim from beginning to end. A 3PL does not have liability for freight loss or damage; instead it works as a liaison with trucking companies and provides communication through the claims process. Shippers benefit from the expertise of freight claims' management, when claims are properly filed and processed without any holdups.

### 1. WHAT IS A CLAIM?

A claim is a demand in writing for a specific amount of money that contains sufficient information to identify the shipment received by the originating carrier, delivering carrier, or carrier on whose line the alleged loss, damage, or delay occurred within the time limits specified in the B/L or contract.

### 2. WHERE CAN I OBTAIN A CLAIM FORM?

Claim forms may be obtained from the GLOBALTRANSSERVICE Corp. website. However, a specific form is not required and the claim can be filed in letter form.

### 3. WHEN DO I FILE A CLAIM?

Claims should be filed promptly once loss or damage is discovered. Time limit for filing a claim is 9 months from date of delivery, or in the event of non-delivery, 9 months after a reasonable time for delivery has elapsed. The nine-month time limit applies unless the cargo is 'exempt' or if there was a different time limit established in a contract between the parties. Claims must be filed in writing with carrier and all possible liable parties involved in the transportation of the goods should be notified. This will prevent any possibility that the claim could be declined for failure to give timely notice.

### 4. WHO SHOULD FILE A CLAIM?

A claim may be filed by the shipper, consignee, or the owner of the goods. Be certain to clearly show the name and complete address of the claimant.

If a shipment moved at a released rate, it may be to the consignee's benefit to contact the shipper prior to filing.

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## How to Initiate a Freight Claim

Upon discovery of damaged or lost freight, please fill out the claim form that you can get from our website: [www.globaltransservicecorp.com](http://www.globaltransservicecorp.com), and notify GLOBALTRANSSERVICE Corp. at [claims@globaltransservicecorp.com](mailto:claims@globaltransservicecorp.com) or by FAX 954-727-8135/ 954-842-7158.

Please provide a contact person for the claim process. We will keep this person updated until the claim is resolved.

What is the most important rule of receiving freight? Do not sign the Bill of Lading before checking your load for damage, concealed damage or missing parts.

Also please provide the following documents:

- A claim statement, indicating the merchandise that was lost or damaged and how the amount of the claim was determined.
- A bill of lading or consignee's copy of the delivery receipt. You must provide a copy of the bill of lading, signed by the driver.
- A delivery receipt with the loss or damage noted on it or a copy of the Inspection Report as evidence of loss or damage.
- An invoice or other document establishing your cost for the lost or damaged goods and an invoice for repairs made to restore the merchandise to its original condition if applicable.
- For damage claims a photo or photos of the damaged product must be included to establish the nature and extent of damage

Supporting Documents - these documents may help to prove the carrier is liable:

- Notation on POD—highest form of evidence of condition and count at time of delivery
- Inspection report—either by third party, insurance company, or consignee self-report

All damaged merchandise should be retained in the original packaging and in the same condition it was when the loss or damage was discovered until inspected by the carrier/insurance company, or until inspection is waived.

Please feel free to contact us at any time with questions.

### TIP #1: Document Visible Damage on the Delivery Receipt

Always document all visible damage or loss on the delivery receipt before the driver leaves. Be specific. For example, “right corner of file dented” or “box torn open” or “shrink wrap not intact/ripped”. Make sure notation is reflected on all copies of the delivery receipt. Most drivers

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are required to immediately contact their terminal for an exception number which should be clearly documented on all copies as well.

DO NOT WRITE “subject to inspection” only as this is viewed as concealed damage.

Most exterior indications of damage should coincide with internal damage. GLOBALTRANSSERVICE Corp. recommends the following verbiage be included on the bill of lading as carriers will typically transfer this onto the delivery receipt.

“Inspect for quality and quantity before signing delivery receipt. Note all damage/shortage/mishandling at the time of delivery.”

#### TIP #2: With Concealed Damage, Look to Prove Fault

Concealed damage is damage to your freight that is not visible upon delivery. Often it isn't discovered until hours or days after the freight has been delivered. Concealed damage is the hardest claim to win. Carriers contend that the damage was caused by something or someone else until proven otherwise. The burden of proof then lies solely with the claimant to prove carrier mishandling and disprove improper packaging or handling on the part of the shipper or consignee. Without compelling evidence, carriers almost always decline claims for concealed damage.

General transportation guidelines dictate you have 15 days from the delivery date to notify a carrier once the damage or loss is discovered. The 15 day notification is merely a guideline and does not guarantee carrier liability.

Without compelling evidence, carriers almost always decline claims for concealed damage. In rare circumstances, carriers might offer partial restitution.

#### TIP #3: Hold All Damaged Material until Conclusion

Please keep damaged material in the original packaging at the original delivery site (unless being returned for mitigation) until conclusion of the claim. Conclusion is either a check in hand, written acceptance, or written declination.

When notified of damage, we will offer an inspection to the carrier involved. In most situations they will waive this offer if the value is under \$500, but the carrier reserves the right to inspect in all cases. If the material is disposed of, this could result in a declination or partial offer. Once a carrier has accepted liability, they are then entitled to retain the material as salvage. You can always amend your claim with an appropriate scrap/salvage value as a counter offer to further mitigate your claim.

TIP #4: Be Open to Mitigation

Mitigation is often a key factor in a successful claim. For example, if you were in a minor automobile accident, would you expect the insurance company to replace your car or repair the damage? The same holds true with freight claims. Repairs should be considered if the cost is lower than replacement. Some items are not repairable because of location/type of damage or a specialty item, which should be clearly stated with validation at the time of claim presentation. Once a carrier accepts liability, it must make the claimant whole either thru replacement or repair – the lesser of the two.

The Freight Claim Process Claims typically run 45-120 days to resolution. We will send email updates every step of the way. We are here to help facilitate the process and welcome any questions or comments. Feel free to contact us.

Contacts for claim investigation:

Email: [claims@globaltransservicecorp.com](mailto:claims@globaltransservicecorp.com)

Phone: 954-727-8133 / 954-414-0561

Fax: 954-727-8135 / 954-842-7158