



STANDARD CLAIM PACKAGE

The below outlines the claims procedure that must be followed for each and every claim. The information in this letter comes from the Carrier Cargo Claims Fourth Edition.. Used widely in the transportation industry.

****Carrier liability is \$2.00/lb unless additional insurance is purchased prior to moving the shipment****

The short paying of invoices is an unacceptable method for processing a claim. In order to process a legal and fair claim to all parties involved, the following must be included when sending a notice for a claim;

- Original paid freight bill (showing the freight charges were paid on the shipment)
- Original bill of lading
- Original invoice stating the actual value of the goods
- Delivery receipt specifically setting forth what was damaged, was it caused by carrier negligence and how severe (ie. Carton damage, actual product damage.)

In most cases, discovery of damages are immediate and marked on the bill of lading signed both by the receiver and the driver. Therefore, from the time that the shipment was delivered, the customer has a maximum of 90 days to file an initial claim. If the required documents are not sent to KRG within the 90 day period, the claim will not be honoured.

Damaged freight must be photographed by the receiver and remain in the damaged condition with no repairs or alterations to the product whatsoever until the claim is finalized. This provides our carrier and their insurance company the opportunity to inspect and assess the product and extent of damage. Repair or alteration of any kind will result in the claim being dismissed.

There are proper procedures to follow in regards to claims which were stated above. When the correct documentation is included with the intent to claim form, KRG then sends the necessary paperwork to the carrier for this specific shipment claiming the amount owed. This money is then submitted to KRG and will then be passed along to the customer



INTENT TO CLAIM

Company Name _____

KRG Reference# _____

Total Value Claimed _____

Date of Shipment _____

Please check off the following to show that you have included in your claim submission:

- Paid Freight Bill
- Original BOL
- Commercial Invoice showing the actual value of the goods, highlighting the damaged product(s)
- Delivery Receipt specifically stating damaged goods and the extent (ie carton vs product damage)
- Pictures of damaged freight

The customer agrees not to repair or alter the damaged product in any way, prior to claim settlement. Repair or alteration will result in the claim being dismissed. The customer certifies that the above and attached information is known to be true and accurate. Customer acknowledges that carrier liability is limited to \$2.00/lb unless additional insurance is purchased. The customer agrees that the attached procedure form has been read and understands the terms and conditions of the claim.

Print Name

Date

Signature