

Claims Process

1	<p>The DLS Worldwide corporate office will file claims with the carriers on behalf of our customer. The exception: claims filled for \$100.00 or less should be handled by the customer.</p> <p>WHAT IS A FREIGHT CLAIM?</p> <p>A cargo claim is a written demand for compensation given by a customer for any loss or damage to goods caused by the carrier. Cargo claims arise when a carrier breaches contractual obligations to carry the cargo with reasonable and due care.</p>
2	<p>WHEN AND WHERE TO FILE A FREIGHT CLAIM</p> <p>Claims should be filed promptly once loss or damage is discovered. The time limit for filing a lost or damage Truck or LTL Claim is nine (9) months from date of delivery, or in the event of non-delivery within nine (9) months after a reasonable time for delivery has elapsed. The time limit to file an Air Freight/Ocean Claim is (120) days from date of delivery.</p> <p>Send your claim to: claims@mi-logistics.com</p>
3	<p>A CLAIMANT MAY BE A:</p> <p>Shipper, Consignee, Third Party. Be sure to clearly indicate on the claim form the name and complete address of the claimant. Include a telephone number, fax and email address to assist in prompt conclusion of the claim.</p>
4	<p>DOCUMENTS</p> <p>A. BILL OF LADING</p> <p>Proof that the carrier received the freight in good condition from the shipper</p> <p>B. Proof of Delivery (POD)</p> <p>Signed off from the consignee noting exceptions such as shortage or damage</p> <p>C. PAID FREIGHT BILL</p> <p>Include the original paid freight bill or a signed statement verifying freight charges have been paid in full of the shipment against which the claim is filed. For a claim to be concluded, all freight charges must be paid.</p>

	<p>D. ORIGINAL INVOICE</p> <p>A complete original invoice verifies the claimed amount does not exceed the terms of sale (value of goods at destination) and excludes any prospective profit, in most cases. The original must disclose all discounts and allowances, if any. A clear photocopy of the complete original invoice is acceptable.</p> <p>E. REPAIR INVOICE</p> <p>(If applicable) When submitting a repair invoice; include a breakdown of hours, labor rate and materials.</p> <p>F. WEIGHT OF CLAIMED GOODS</p> <p>When filing a cargo claim for a partial damage and/or loss the weight of the affected cargo is required.</p>
5	<p>CONCEALED LOSS OR DAMAGE</p> <p>Loss or damage to contents of a shipping container, which could not have been noted at time of delivery, must be reported to the Carrier within (14) calendar days for Truck and LTL shipments, (7) days for Air Freight and (3) days for Ocean shipments from date of delivery. This must be done by calling the local carrier's service center as well as following up with the carrier via email and cc the claims@mi-logistics.com address in. A request for inspection should be made at that time. All merchandise should be retained in the original shipping container, in the same condition it was in when loss or damage was discovered, until inspected.</p>
6	<p>BURDENS OF PROOF</p> <p>The claimant must establish three things:</p> <ul style="list-style-type: none">A. The carrier received the freight in good condition at origin. (BOL)B. The freight was short or damaged when received at destination. (POD)C. The dollar amount of loss or damage (Original invoice for goods)
7	<p>THE FREIGHT BILL</p> <p>Payment of freight charges may not be delayed due to alleged loss or damage. Charges should be paid in full and the portion applicable to lost or damaged items included in the freight claim. The following are important points to remember:</p>

	<p>A. Claims and payment of freight charges are two entirely different transactions.</p> <p>B. Without payment of the freight charges, the transportation contract has not been completed. A valid claim will not be paid until freight charges are paid.</p>
8	<p>DISPOSITION OF DAMAGED FREIGHT</p> <p>Damaged goods must be retained until the claim is resolved, or until the claimant is given disposition by the carrier.</p>
9	<p>STATUS OF CLAIM</p> <p>The majority of claims are concluded within one hundred twenty (120) calendar days. All claims will be acknowledged within thirty (30) days of receipt.</p>
10	<p>IF CLAIM IS DECLINED</p> <p>If the claimant has additional information, a rebuttal letter should be sent to the claims@mi-logistics.com address. The rebuttal letter should clearly indicate why the claimant believes claim payment should be reconsidered and include any evidence or documentation not previously submitted. Always refer to the assigned claim number when corresponding with the claim department.</p>
11.	<p>CHECKLIST</p> <p>Prior to submitting your claim, be sure it includes the following information:</p> <p>A. The claim must be in writing and specify a dollar or determinable amount, reason for claim (loss or damage), bill of lading number, carrier's pro number and date, claimant name, address, telephone number and email address. Do not submit more than one claim on each form.</p> <p>B. The claim must be filed within nine (9) months for Truck/LTL Claims and (120) days for Air/Ocean Claims from date of delivery. However, early filing enhances our ability to process quickly.</p> <p>C. Documents which should be included with the claim form:</p> <ul style="list-style-type: none"> • Bill of Lading and delivery receipt • Verification of paid freight charges • Complete Original Invoice showing all discounts (all pages) • Repair Invoice (if applicable) detailing cost of material as well as labor. • Weight of affected cargo • Pictures if available <p>Send claim to: claims@mi-logistics.com</p>