



Mail Claim Information To:

US Road Freight Express, Inc.
Attn: Freight Claims
PO Box 9070
Wichita, KS 67277-0070

LOSS AND DAMAGE CLAIM FORM

Pro Number: _____

Claimants Claim Number: _____

SHIPPER

Company Name _____

Street Address _____

City _____ State _____ Zip _____

CONSIGNEE

Company Name _____

Street Address _____

City _____ State _____ Zip _____

CLAIMANT

Company Name _____

Street Address _____

City _____ State _____ Zip _____

REMIT TO (if different than claimant)

Company Name _____

Street Address _____

City _____ State _____ Zip _____

Reason for filing: SHORTAGE VISIBLE DAMAGE CONCEALED DAMAGE OTHER _____

DETAILED STATEMENT SHOWING HOW CLAIM AMOUNT IS DETERMINED: Include number and description of articles, nature and extent of loss or damage, invoice cost of articles, amount of claim, etc.	
Description	Invoice Cost
NMFC Item number of commodity loss or damaged: _____ sub _____ Total:\$ _____	

THE FOLLOWING DOCUMENTS ARE SUBMITTED IN SUPPORT OF THIS CLAIM:

- Original invoice or certified copy Delivery Receipt Breakdown of repair charges (if available)
- Inspection or waiver of inspection (if available) Other particulars obtainable in proof of loss or damage claimed

Remarks: _____

THE FOREGOING STATEMENT OF FACTS IS HEREBY CERTIFIED AS CORRECT:

Company Name _____ Contact _____

Mailing Address _____ Phone _____ Fax _____

City _____ State _____ Zip _____ Email _____

CLAIM INSTRUCTIONS

US Road shipments move subject to the Uniform Straight Bill of Lading as found in the National Motor Freight Classification (NMFC) Tariff, 100 series. Section 2(b) of the bill of lading provides that claims and support documentation are required to be filed with the carrier, in writing within nine (9) months of the date of delivery. US Road will not pay a claim filed outside these time constraints.

If your company does not have a contract with US Road your shipment most likely moved subject to the NMFC Classification and US Roads Rules Tariff.

Carrier will acknowledge claim within thirty (30) days after receipt. Carrier will pay, decline payment, or make firm offer of compromise within 120 days after receipt of claim.

Claims must contain:

- The freight bill number
- Reason for claim: shortage, damage, repair, allowance, and pilferage
- What is claimed: number of cartons, units per carton, description of merchandise including part, stock item, model, and / or serial number(s).
- Specific dollar amount of the claim
- Any supporting information or documentation explaining the claim.

Documents Required:

- Original invoice or certified copy
- Inspection or Waiver of inspection (if available)
- Delivery Receipt (if available)
- Breakdown of Damage and repairs (if available)
- Other information obtainable in proof of loss or damage claim.
- Carrier may require additional documentation or explanation that establishes the measure of damages, or evidence indicating carrier liability.

Salvage Retention:

- It is the duty of the consignee, or party in possession, to retain damaged merchandise and shipping container without disposing thereof, until the investigation of the claim has been concluded. In the event the carrier accepts full liability and the claim is to be paid, the carrier is entitled to take possession of the damaged goods for recovery purposes. If the carrier does not take possession of the damaged merchandise within a reasonable time period following acceptance of liability, the consignee or party in possession of the goods must contact the carrier and request removal of goods from premises.

General Information Regarding Freight Claims:

- When damaged freight is found, during or after delivery, the consignee, or party in possession must notify the carrier at its local freight terminal office and request an inspection within 5 days after delivery. In cases of concealed damage, the burden of proving carrier liability rests with the claimant by showing evidence that the damage had not occurred prior to, or after carriers handling.
- If, after investigation, it is found that the responsibility for loss, or damage is with another carrier with whom the shipment was interchanged, the claim will be transmitted to the responsible carrier on behalf of the claimant. A claim will not be voluntarily paid in advance until receiving notice of payment from responsible carrier. These claims sometimes take longer to settle than claims involving one carrier.

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