



FREIGHT CLAIM Letter - Damaged goods, short quantity; when shipped via ATAS truck, Common Carrier or by Dedicated truck GENERAL INFORMATION

Correctly filing a freight claim is important because it can save time and money. A freight claim is a legal demand for the payment of money, stemming from the breach of a contract of carriage. Per ATAS's Terms and Conditions, all shipments are EX Works ATAS plant or ATAS designated shipping plant, making the handling of carrier claims the responsibility of the consignee. If you received damaged material, or if you received a less-than-ordered or short quantity, it is your responsibility to file a Freight Claim with the carrier. Per Title 49, CFR, claimants must file the claim within the time limits specified on the Bill of Lading. If damages are seen before unloading, take photos of the damages before the material is unloaded and make note of damages on the Bill of Lading. Additional information for freight claims can be found on the Bill of Lading, ATAS Terms and Conditions, and Title 49 CFR. The following are general guidelines:

INITIAL SHIPMENT INSPECTION

- Verify the number of crates, skids and/or cartons against the total listed on the Bill of Lading.
- Look for any signs of damage to the shipment. Besides gross visual damage, the following may be signs of hidden damage and should be checked out:
 - Punctures to the packaging or stretch wrapping
 - Scrapes to the crate or packaging
 - Light or heavy impressions which compress the packaging.
- Look for signs that the shipment may have been re-packaged. Material looking disorganized on the skid and stretch-wrapped loosely, material that is on a skid without any protective packaging individually or corrugated protection around it.
- If possible, check underneath the skid or crate to see if there was any damage from fork truck forks.

IF YOU MUST FILE A CLAIM - TAKE PICTURES OF DAMAGES. DO NOT DISCARD DAMAGED MATERIAL.

- Take pictures, preferably with the packaging, of damaged pieces for back-up for the material being claimed.
- Legibly mark the delivery Bill of Lading with the word "Damaged" or "Shipment received in damaged condition" or "Short Quantity". Do not use words like "Subject to Inspection" or "Concealed Damage".
- Inspect the shipment thoroughly.
- **BEST PRACTICES:** have the driver sign the Bill of Lading as damaged. Obtain a copy for your records. Notify the carrier of the damaged material. The carrier will assign an insurance inspector who will review the damaged material. They have up to 120 days to do so from the time they receive the initial claim information. Ensure you know the name of the insurance inspector. Sign both Bill of Ladings, make sure you keep copies.
- Make sure the driver's copy of the delivery Bill of Lading looks like yours. Do not make any additional comments on your copy after the driver has left. The carrier will compare your copy with theirs. Do not discard the damaged material until you have received payment for the claim from the carrier.
- Timeliness is important. Report the damage or shortage immediately to the carrier. This must be done within 72 hours to file a claim after receipt of material.

FILING THE CLAIM

- Carriers will normally require the following for a freight claim:
 1. Copy of the delivery BOL.
 2. Completed claim form. Carrier websites have links to their freight claim forms.
 3. Pictures of the damaged material/packaging.
 4. ATAS's invoice for the value of the material.
 5. List of damaged items being claimed.

Contact ATAS if assistance is required for the carrier contact information.

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