

In the Event of a Freight Claim



- Document the conditions of the cargo upon delivery. Be specific!
- Make clear exceptions on the delivery receipt, noting any loss or damage to the cargo and/or the packing and/or containers
- Take photos immediately to document condition
- Protect the cargo from further loss or damage
- Preserve all packing, damaged goods and seals until further advised
- Verify the seal numbers on marine containers match the document number. Be sure to note when a seal is broken and be aware of the possibility that cargo may have been pilfered
- Write to all carriers stating that claim is being filed against them
- Retain all copies of the Ocean, Air and/or Inland Bills of Lading, Delivery receipts, Customs entries and other documentation on the shipment. Submit all pertinent information to settle the claim
- Your insurance company or underwriter will advise if a survey is necessary. The surveyor will assess the loss/damage as soon as possible
- Additional documents may be requested at a later date
- Time limitations to file a claim:
 - Ocean: as soon as possible, maximum 1 year from date of discharge
 - International Air:
 - Visible damage: 7 days from time of delivery
 - Concealed/hidden damage: 14 days from time of delivery
 - Non-delivery: 120 days from the cargo should have been delivered
 - Interstate Rail: 9 months
 - Local truck and air carriers: dictated by State Law and therefore may vary