

# 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 and separate it from other cargo
- 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
- If M.E. Dey did not insure your freight, you, the consignee must write to all carriers stating that claim is being filed against them. If M.E. Dey did insure your freight then we will notify the carriers once you have sent us all the details.
- The 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: **3 days** from date of delivery. It must be written notice that raises presumption of carrier responsibility
  - 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



**Call M.E. Dey for an insurance quote**

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