

## CLAIMS PROCEDURE

Please adhere to the following claims process and guidelines.

1. Receiving dock/freight recipient must sign for freight as delivered short or damaged on receipt at the time of delivery if applicable. If there is any visible damage to the packing material (punctures, crushed corners) always take photos and make notations on the delivery receipt. If possible, open the packaging and inspect the contents to determine if damage has occurred.
2. Freight recipient should then contact their FLI account manager and [cargoclaims@fliinc.net](mailto:cargoclaims@fliinc.net) to report the freight damage and provide any photos of damage.
3. The FLI claims team will contact the receiver or customer to obtain the original invoice (to determine value of goods) and the carrier pro number.
4. Upon receipt of the above information, FLI will contact the carrier and file the claim on behalf of the customer. The carrier may require inspection if the product cannot be repaired or has a high value.
  - a. **If product can be repaired** and inspection requirements have been determined, then repairs can be made and copies of charges for both parts and labor should be sent to FLI. Please note that the shipment of replacement parts and/or product should be arranged through FLI.
  - b. If the product needs to go back to the manufacturer for repair, the receiver must instruct FLI with the details. Typically, the carrier will move the product to shipper at no cost if the original DR was signed for as damaged.
  - c. **If product cannot be repaired**, the receiver must hold it on their dock for the carrier to claim salvage once the claim is resolved (if carrier desires.)
  - d. **If concealed damage occurs**, the receiver has 5 business days to report the damage or claim options can be null and void.
5. It is always important to process and pay the freight charges as normal. Carriers will not resolve a claim unless payment of the original freight invoice has been made. FLI will file for any recoverable freight charges at the time the claim is filed.

### IMPORTANT DETAILS:

- ✓ **ALWAYS** sign DR as damaged if there is any question or doubt on goods being damaged.
- ✓ **ALWAYS** take pictures of damaged shipments.
- ✓ **DO NOT REMOVE PACKAGING OR PRODUCT** from premises until carrier indicates if inspection required.
- ✓ **YOU HAVE THE OPTION TO REFUSE DELIVERY** if it appears to be a total loss.
- ✓ **CARRIER SHALL NOT BE LIABLE** for any loss or damage to shipment or for any delay caused by an act of God, the public enemy, the authority of law, the inherent vice of the goods or the act of default of the shipper. The burden to prove freedom from negligence is on the Carrier or the party in possession. **IN NO CASE WILL CARRIER BE LIABLE FOR ANY TYPE OF CONSEQUENTIAL, SPECIAL, INDIRECT OR EXEMPLARY DAMAGES**, including but not limited to loss of income or profits, regardless of whether or not Carrier knew or should have known that such damages might have been incurred.

**Please understand that carriers have rules for processing claims. Carriers do have a right of refusal if proper supporting documents are not provided. FLI works hard on your behalf to resolve freight claims, but it is important to understand that FLI, Inc. does not guarantee freight claim payment and has no liability for freight claim payment.**