

**HOW TO FILE A CLAIM:**

It is our goal to handle your shipment in such a way that you never need to file a claim. However, should that be necessary, we'll process your claim in a prompt and courteous manner.

UPS Freight acknowledges all claims within 30 days. Should you need to make a claim, please either mail or fax a copy of the claim form. For the most expeditious service, please don't do both.

A claim and its supporting documentation are required to be filed within nine (9) months of delivery or in cases of non-delivery, within nine months after a reasonable time for delivery has elapsed. UPS Freight will not pay a claim unless it is filed, in writing, within the allotted nine-month period. Here's the procedure:

1. Determine the dollar amount which accurately represents your loss.  
NOTE: Because the owner of the shipment has a legal obligation to minimize the amount of a claim whenever possible, you should make every effort to repair, discount or salvage damaged goods.
2. Complete the attached UPS Freight Standard Claim form.
3. Collect the following documents to support your claim:
  - A vendor invoice for the goods shipped, including the full price paid after any discounts or deductions.
  - A copy of the freight bill invoice.
  - A copy of the bill of lading.
  - Detailed repair invoices, if goods in question have been repaired.
4. Send your claim and all supporting documentation to:

Claims Processing  
UPS Freight  
PO. Box 1216  
Richmond, VA 23218

Or, if you prefer, you can fax your claim and documentation to **866-580-1944** .

**HOW YOUR CLAIM WILL BE PROCESSED:**

Once we receive and register your claim, we assign a claim number and one of our claims investigators to it. Both the number and the examiner stay with your claim until it's resolved.

Item 300120 of the National Motor Freight Classification states...

Carriers will acknowledge claim in writing or by electronic transmission within 30 days after receipt thereof, informing the claimant of identifying number assigned thereto, and will pay, refuse payment, or make a firm compromise offer within 120 days after receipt of claim, except, that if claim cannot be disposed of within this period, carrier will at that time and at the end of each succeeding 60 day period thereafter while claim remains pending, inform the claimant in writing or electronically of the reason for failure to conclude claim.

If, however, your claim isn't resolved within 30 days, you'll receive an acknowledgment with your assigned claim number, telling you that UPS Freight has received your claim and is working on it.

NOTE: Read your acknowledgment carefully. It may ask for other documents or information your examiner needs. Also, keep this acknowledgment in a safe place, because you'll need to refer to it should you contact your claims investigator.

At UPS Freight, we'll work diligently to get your claim settled as fairly and quickly as possible. If you have questions about the status of a claim, please don't hesitate to call your UPS Freight Account Manager or the UPS Freight Customer Service Center at 800-333-7400 or you may check the status of your claim on our website.

Contact the UPS Freight Claims Department at 804-231-8868 for assistance in determining the status of your claim.

# UPS Freight™

Cargo Claims Department  
P O Box 1216  
Richmond, VA 23218-1216  
FAX # (866) 580-1944



## CARGO LOSS & DAMAGE CLAIM SUBMITTED BY

Claimant Name	Claimant Claim No.	Date Prepared
Address	UPS Freight Pro Number	Claim Type: ___ Shortage    ___ Damage
City, State, Zip	Contact Name	Phone Number (ext)
Remit Address (if different from above)		

## CLAIM IS MADE WITH UPS FREIGHT ON THE FOLLOWING DESCRIBED SHIPMENT

Consignee	City, State & Zip
Shipper	City, State & Zip

## DETAILS OF CLAIM TO SHOW HOW CLAIM AMOUNT IS DETERMINED

# Items	Description/Part #	Weight	Amount
			\$
			\$
			\$
			\$
			\$
		Freight Charges	\$
		<b>TOTAL</b>	<b>\$</b>

Use separate page if additional room is needed

## DOCUMENTS REQUIRED IN SUPPORT OF YOUR CLAIM

### SHORTAGE:

- Copy of freight bill
- Original invoice or certified copy showing prices

### DAMAGE:

- Copy of freight bill
- Carrier's inspection report (if completed)
- Original invoice or certified copy showing prices
- Repair bill or certified copy (if repaired) showing material used & labor rate per hour
- Additional documents (photos, statements, etc.)
- Waiver of Inspection form (if completed)

### NOTE:

To expedite the handling of your claim, please include the above mentioned documents as your claim **WILL NOT BE PROCESSED** until properly supported. Retain all damaged goods until the claim is concluded. Claims will not be accepted via e-mail. Do not fax pictures when faxing your claim, send separately referencing the UPS Freight pro number. ***If your claim is in regards to a package that begins with a 1Z tracking number, you cannot use this form. Please visit ups.com or call 1-800-Pick-UPS for information regarding your small package claim.***