Date of Report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Your Ref #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Shipper:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Consignee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Insured/Declared Value:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Invoice Amount:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Certificate of Insurance#:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ BC Bill of Lading #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of BOL #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ From\_\_\_\_\_\_\_\_\_\_\_\_\_ To:\_\_\_\_\_\_\_\_\_\_\_\_

Date of Delivery:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Discovery:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Weight of the Damaged/Missing Goods:\_\_\_\_ Description of Goods: □ New □ Used

□ Refurbished

Description of Shipment / Cargo (Container #, Number of Boxes, etc.)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Describe Damage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Amount of Claim: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Do you have your own Cargo Insurance □ Yes □ No

**The Following claim documents need to be submitted:**

**□** Commercial Invoice (actual cost of goods) □ Packing list □ Photographs (important to determine claim outer carton as well as damaged goods □ Repair Bills/ Estimates □ Survey Report □ Other

Claimant’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cargo Claim Procedures

1. NOTIFICATION: Receipt of the shipment by the consignee without notification of OS&D notations on the delivery receipt will be prima facie evidence that the shipment was delivered free from shortage or damages.
2. DELIVERY RECEIPT: Shortages and / or apparent damage must be noted on the delivery receipt by the consignee at the time of delivery.
3. CONCEALED DAMAGE: In the case of concealed damage, notification must be furnished in writing to the cargo claims department within (12) days from the date of delivery of the shipment. When formal claim is filed, claimant must prove that the damage in questions occurred in BC Logistics or its agent’s custody.
4. TRANSPORTATION CHARGES: No claim for loss or damage will be entertained until all transportation charges have been paid.
5. CLAIM AMOUNT: claim amounts may not be deducted from transportation charges.
6. INSPECTIONS: (A) If necessary, BC Logistics, LLC. Will arrange for an inspection fo the damaged freight as soon as practical following notification. (B) All containers and packing materials must be retained for inspections. (c) The inspector will give a copy of the inspection report to the consignee and will forward the original to BC Logistics, LLC.
7. FILING A CLAIM: All claims must be submitted on a standard transportation claim form and, at a minimum, must be supported by: (A) A copy of the BC Logistics waybill ( or its agent); (B) A copy of the shipper’s house bill (if applicable);(C)A copy of the delivery receipt;(D)Documentation supporting the value of the damaged or lost items;(E)Documentation supporting the weight of the damaged or lost item;(F) copy of the repair invoice or estimate, or a statement from a certified repair technician as to why the goods cannot be repaired;(g)Lost /Damage inspection report (if one is performed);and (H)Pictures of the damage product.
8. WRITTEN REQUEST: All claims must be submitted in writing to BC Logistics, LLC. If is not a concealed damage the claim must be filed within 180 days from the damage, concealed damaged must be filed within 12 days of the date the damaged occurred.
9. ACKNOWLEDGEMENT: Upon receipt of a claim, BC Logistics, LLC. Will acknowledge the claim in writing (via e-mail, fax, or mail) within thirty (30) days, and request any additional documentation or information that may be required.