

JETEX LOGISTICS CLAIM FILING PROCESS

We regret that you have had to file a claim for a loss or damage to your shipment.

Please read the instructions below to help you properly file your claim to avoid any delays in processing your claim.

All potential claims should be filed as soon as possible and any damaged freight should be secured to minimize tampering or additional loss or damage. Under statutory conditions of carriage, written notice of pending claims or formal claim packages must be presented within **60 days of delivery** with full payment of freight charges in order to prevent further delay in the claim process. Filing a claim against the carrier WILL protect any rights you have under the Bill of Lading. Claims must be submitted by the party responsible for the freight charges.

1. Freight should be accepted. Please refrain from refusing freight and take all the necessary steps to minimize the loss.
2. Document any visible discrepancies directly on the bill of lading or delivery receipt. Indicate a count such as “3 boxes on top row crushed” and ensure the **driver initials the exceptions**. Any discrepancies discovered upon unpacking or uncrating are considered **concealed and not covered** under carrier liability (please contact your shipper/supplier for compensation)
3. The following terms are not acceptable and will not substantiate a claim as they are too vague and unclear: Subject to inspection, Subject to count, Damages.
4. If you are responsible for the freight charges, submit a **notice of intent** in writing to JetEx Logistics Claims Department via fax at 972-428-2202 or via email at claims@jetexlogistics.com; otherwise, advise your shipper/supplier of your discrepancies. This statement should be on your own letterhead and must indicate details of the shipment including:

- JETEX Load/tracing #
- Date of the shipment
- Pick-up (Origin) address
- Delivery (Destination) address
- Nature of the claim (shortages / damages / repairs, etc.)

5. All salvage must be retained until investigations are completed. If disposition is required, you must advise JETEX and obtain written authorization from the JETEX Claims Department.

6. Submit a claim package with supporting documentation. Claims submitted inadequately can cause delays in investigations and settlement. The following documentation must accompany the claim package (you may wish to use this as a checklist):

(a) Statement of Claim that outlines in detail the amount and nature of the claim (see page 2 of this document).

This document is also available for download from www.jetexlogistics.com

(b) Copy of the Supplier Invoice for the entire shipment outlining the **replacement/landed cost** of the goods. If the claim is for **repair costs**, enclose a repair quote including labor charges along with a copy of the **replacement parts invoice**.

(c) Copy of the original signed Bill of Lading

(d) Pictures of the freight upon arrival; they should depict the nature of the claim and must include the packaging.

(e) Copy of the Delivery Receipt with the exceptions indicated and acknowledged by the driver.

(f) Proof of payment of the freight bill for the shipment in question.

We hope this summary has been of help to you. Please allow 30-90 days for investigations. A reminder that freight charges must be paid in full and any settlement will be reflected on your statement of account. Please do not hesitate to contact the JETEX Claims Department at claims@jetexlogistics.com if you have any questions.



LOSS AND DAMAGE CLAIM FORM

Date: _____ Claimant's Acct#: _____

Claimant's Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Person Handling Claim: _____

Phone Number: (_____) _____ Ext: _____

Claim Information:

This claim is for \$ _____ Damage Shortage Other Loss in connection with the following described shipment:

Shippers Name: _____ Consignee's Name: _____

Date of Shipment: _____ Load Number: _____

Pickup Location: _____

Delivery Location: _____

DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED

Please indicate the quantity, description, landed or invoice cost, etc. as reflected on the supporting documentation. Include all discounts and allowances. If goods can be repaired please include a repair quote, or if goods can be used/sold as-is, please provide credit or allowance amount

Description of Product	No. of Pcs	Amount

Was product signed, noting damage on original bill of lading (ticket): Yes No

The following should be submitted in support of this claim:

- Original/copy of supplier invoice, showing cost of product damaged.
- Any document noting proof of loss or damage. (Bill of Lading or Delivery Receipt)
- Images of damaged product or packaging. Inspection Report.
- Repair Quote/Estimate (if applicable)

DESCRIPTION OF DAMAGE:

The foregoing statement of facts is hereby certified as true and correct to the best of my knowledge:

Claimants Name: _____

Claimants Signature: _____