



In an effort to better serve our customers Specialty Freight Services, Inc., has standardized our claims process. In the unlikely event that a claim needs to be filled with Specialty Freight Services, Inc. we would require the following steps be taken:

1. If there is a potential claim, Specialty Freight Services must be notified in writing within 72 hours after delivery.
2. The damaged freight must not be removed from the point of delivery and all cartons(s)/packaging materials must be retained for inspection.
3. All claim forms for Losses/Damages/Overages/Shortages must be filed with Specialty Freight Services within one hundred twenty (120) days after delivery.
4. In cases of possible Concealed Damage, the shipment must be inspected immediately, at the time of delivery, by the delivering driver and the consignee.
5. Be sure to attach a letter of explanation if there are any special circumstances that we should know about.
6. Please provide a copy of the signed delivery receipt, invoice for repair or replacement, and/or pictures (if available) when filing a claim.
7. Specialty Freight Services will send an Acknowledgement of Claim when the claim is received.
8. In no case will Specialty Freight Services accept responsibility for consequential damages or special damages beyond the value of the goods that are the subject of a claim.
9. Prior to any settlement, Specialty Freight Services will request applicable salvage rights. If salvage rights cannot be obtained through no fault of Specialty Freight Services, this claim will likely be declined.
10. Prior to any settlement, all freight charges must be paid in full. Include any applicable freight charges in your claim presentation.
11. Contact your account executive or Specialty Freight Services at 610-521-7650 with any questions you might have regarding your claim.

All Damages/Overages/Shortages **must** be noted on the delivery receipt before a claim can be initiated. Any delivery receipt that is **NOT** notated regarding Damages/Overages/ Shortages will be considered clear and any and all claims regarding the shipment will be denied.

Additionally, as stated on our Bills of Lading, Specialty Freight Services' Liability is as follows:

In consideration of Carrier's rate for the transportation of any shipment which is in part dependent upon the declared value of the shipment.

- A) Air Freight/Expedited Liability:
  - 1) .50 per pound (where no value is declared) multiplied by the number of pounds of that part of the shipment lost or damaged (but not less than \$50.00 per shipment);
  - 2) or the declared value in case of loss or damage of the entire shipment (but not less than \$50.00 per shipment); and in the event of loss or damage of part of the shipment, the average declared value per pound of the shipment multiplied by the number of pounds of that part of the shipment lost or damaged (but not less than \$50.00 per shipment).
- B) Truckload & LTL Liability:
  - 1) Unless otherwise specified, liability on truckload and LTL shipments shall be limited to the terms and conditions agreed upon between the carrier and Specialty Freight Services Inc. in effect on the date of shipment.