

Claims form Freight Loss /Damage

Alliance Freight Bill No:	Shipped Date:	Other Carrier Bill No:	Claimant Ref No:
Ship From:		City /State:	
Ship To:		City /State:	

Directions for Completion on Reverse Side

Types of Claims: ☐ Partial Shortage ☐ Total shortage ☐ Damage ☐ Others		Weight: See Instructions on reverse for completing weight	
Detailed Statement Showing how amount claimed is determined: Include number and description of articles, if only a portion of the shipment is lost or damaged, indicate how many pieces in total shipment (I.E. 1 lost out of 10). Clearly describe Nature and Extent of damage. Show Actual cost of goods. Show all discounts, allowances & salvage. Indicate amount claimed.			
Description		Claim \$	
Is the damaged freight repairable? ☐ Yes ☐ No		Freight Charges Claimed	
☐ Salvage Value ☐ Unknown ☐ None \$		Packaged Weight (lbs.)	Total Claim (s) \$
Were outer containers damaged? ☐ YES ☐ NO	No. of outer containers damaged:	Extent of damaged to outer containers:	
Name of individual notified of Loss /Damage	Carrier Affiliation	City / Branch Office	
Date and time of notification	Method of notification ☐ Email ☐ In person ☐ Telephone ☐ Letter		Date freight Inspected
Name of individual notified of Loss /Damage	Carrier Affiliation	City / Branch Office	
Check the appropriate supporting documents and attach to this form to prevent processing delays.			
☐ Air waybill for shipment ☐ Repair Invoice (damage claim actual estimate)			
☐ Cost of Damage / Loss freight ☐ Delivery Receipt ☐ Salvage Report (Damage claim)			
☐ Statement of non-receipt from ☐ Packing list ☐ Copy of written notice to carrier			
Consignee if claimant is shipper (Damage, pilferage claim)			
Remarks (Explain the absence of any pertinent documentation)			

The following Certification Must be completed by the Claimant.

The Foregoing statement of facts is hereby certified to as correct:		
Company:	Person Filling (please print):	
Address/PO Box:	Telephone No.:	
City / State / Zip:	Claimant Signature:	Date:

***In the description above you must include details of how goods were packaged. If necessary, use a separate sheet.**

Alliance
9822 Glenoaks Blvd,
Sun Valley, CA 91352
800-684-6395 / 818-504-3924 (fax)

PAYMENT OF CLAIMS

Without the purchase of insurance and/or without declaring a value for carriage (known as released rate value liability) on the shipment in question, payment of any claim for such shipment is subject to the conditions of contract of carriage --- \$0.50 per pound as applied to the packaged weight of the affected freight (subject to a minimum of \$50.00 per shipment) plus any appropriate transportation charges. This liability is further limited for concealed damage and/or pilferage. Released rate value liability for international air shipment is subject to \$9.07 per pound, per piece without liability for transportation charges. Released rate value liability for ocean shipment is subject to \$500.00 per package without liability for transportation charges.

INSTRUCTIONS / IMPORTANT INFORMATION

NOTE: Claims must be supported with documentation (not statements) and clearly itemized to show proof of monetary loss. Do not delay filing claim for either an exact claim amount or lack of documentation. If necessary, file claim for \$100 more or less and amend the claim when an exact amount is determined. Be certain the certification at the bottom of the claim form is completed.

1. To avoid delays, please attach all necessary documents to this claim form. Include copy of original shipping document (bill of lading, air bill, shipping memorandum, etc.) or copy of delivery receipt with your claim. A claim form is considered properly presented when all necessary information has been supplied.
2. Notification of loss or damage for domestic shipments must be made within the following guidelines:
 - a. With respect to the shipment of perishables, notification must be made immediately upon discovery so that inspection of shipment can be made.
 - b. In case of any damage or pilferage, written notification must be received within 14 days from date of delivery. Notification must be given to Alliance, the delivering carrier or the carrier over whose line the loss/damage is known to have occurred.
3. For domestic shipments, a written claim must be received by Alliance within 14 days from date of shipment (concealed damage or pilferage claims, within 5 days from date of delivery of the shipment).
4. International air shipments are subject to provisions as established by the Warsaw Convention. Ocean shipments are subject to provisions as established by the Carriage of Goods by Sea Act (COGSA).

When you ship with Alliance "You Ship With Confidence."TM

LTL | Partial and Full Truckloads | Expedited | Trade Shows | White Glove Specialist
quotes@shipalliance.com | www.shipalliance.com | 818-504-3900

5. A claim for loss or damage to a shipment cannot be concluded until all transportation charges thereon have been paid. The amount or claims may not be deducted from transportation charges. Exception applies only when none of the freight has been delivered. Tender of shipment at destination and refusal for whatever reason is deemed delivery.

6. All damaged merchandise (or pilfered shipment) must be retained in the original shipping container(s) at place of delivery in order to allow Alliance Air Freight, its agent, an opportunity to inspect the shipment (freight and all packaging).

7. Descriptions of missing containers(s) --- size, color, labels writing on container(s), special markings, etc. are required for missing freight claims.

Send this claims form to:

**Alliance
Attn: Cargo Claims Department
9822 Glenoaks Blvd.
Sun Valley, CA 91352**

9. Packaged weight --- indicates the original packaged weight (as shipped from origin) of the affected outer shipping containers and contents (those containers containing the damaged or missing freight). EXAMPLES: If two shirts are missing from a carton originally packed with five shirts, provide the weight of the fully packed carton. If seven of twenty glasses within two cartons are broken and those two cartons are packed with 18 other cartons on one pallet, provide the weight of the two fully packed cartons along with the weight of the entire pallet.

10. Salvage - a statement as to salvage value is required for damaged freight which is not repairable. If there is salvage value, state the amount in dollars. If there is no salvage value, state none. If the salvage value is unknown, state unknown. However, be advised that Alliance has salvage rights to damaged freight where there is no salvage value or the salvage value is unknown.

SPECIAL NOTICES

If claim is not acknowledged by Alliance within 30 days of sending, contact the Alliance. Claims Department immediately at either the above address or at the above telephone number. By following these instructions, you will assist us in expediting your claim.

Thank you for in writing, at no time does Alliance waive any rights it may have either by contract or under law.