

6 Key Steps to Successfully File a Freight Claim

Unfortunately, things don't always go as expected and shipments occasionally arrive with visible or hidden damage. When this occurs, follow the steps below to increase your chances of financial reimbursement.

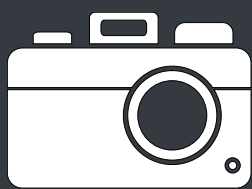
2



Record

If external packaging is not intact, **record any damages** on the Proof of Delivery Receipt (POD).

4



Pics

Take **photographs** of any external packaging damage and product damage.

6



Time

If damage is not noted on delivery receipt, notify your carrier **within 2 - 5 days** from the date of delivery or the claim will be void. Any concealed damage must be reported within 2- 5 days from delivery date & claim must be filed within 15.

1



Inspect

Thoroughly **inspect** the integrity of the external packaging while driver is present.

3



Report

Contact the **freight carrier immediately** to report damages (not your third-party logistics service provider).

5



Keep

Don't throw anything away. The carrier reserves the right to inspect the packaging and product. If carrier is denied inspection, carrier may deny the claim.

It's best to work with a 3PL who can help facilitate the claims process. To learn more, download our insurance & claims resource eBook [here](#).