



Effective Date 8/1/17

US Special Delivery shipments move subject to the Uniform Straight Bill of Lading as found in the National Motor Freight Classification (NMFC) Tariff, 100 series. Section 2(b) of the bill of lading establishes that claims and supporting documentation are to be filed with the carrier, in writing within nine (9) months of the date of delivery. US Special Delivery will not pay a claim filed outside of the previously stated time requirements.

Regarding concealed damage, if five (5) business days pass between the date of delivery of the shipment by carrier and date of report of loss or damage and request for inspection by consignee, it is incumbent upon the consignee to offer reasonable evidence to the carrier's representative when inspection is made that loss or damage was not incurred by the consignee after delivery of shipment by carrier.

All shipments also move subject to either contracts or tariffs. If you or your company do not have a contract with US Special Delivery, your shipment most likely moved subject to the NMFC Classification and US Special Delivery Rules and Conditions (different laws and regulations may apply for shipments from or to points outside of the United States).

To file a claim:

- 1) For damaged goods, notify the carrier and request an inspection. Keep all packaging until inspection is waived or performed. Retain the damaged goods until your claim is concluded, because the owner of the goods shipped has a legal obligation to minimize the amount of the claim, when possible, you should make every effort to repair, discount, or salvage damaged goods.

For shortages, it is usually a good idea to wait a few days in case the remaining goods are located and delivered. This saves both the carrier and claimant the time spent filing the claim.

- 2) Collect these documents relating to your claim and include them in your claim presentation.
  - a) A Standard Claim Presentation Form or letter (please type or print) which identifies the shipment, the total amount of the claim and states the details of the claim.
  - b) A copy of the freight bill indicating the freight charge has been paid.
  - c) A copy of the bill of lading (if available) and a copy of the delivery receipt with the driver's signature noting the shortage or damage to the shipment.
  - d) A copy of the inspection report or a description of the damage if an inspection was waived.
  - e) A copy of all pages of the vendor invoice showing the cost of the goods shipped and any discounts or allowances. Purchase orders, packing slips, cannot be accepted as proof of the goods' value. This is the most common document missing from the claim presentation. Without it your claim cannot be settled. Please include the correct documents with your claim presentation form to allow us to speed up the processing of your claim.
  - f) If the claim involves a repair of the damaged product, we still require the vendor original invoice along with a break down of labor hours, labor rate per hour, and (maximum of \$25.00 per hour) as well as any invoices for parts used to repair the product. If a third part does the repairs an invoice from them will be needed.

You must provide items a, e, and f. While some claims can be settled without your copies of b, c, and d, you can increase your chances for a timely settlement by including all applicable documents named above along with any other documents that support your claim.

All US Special Delivery claims are handled at our corporate office location. Do not send claims to terminals for handling. Please forward the completed claim form and all documentation to:

US Special Delivery  
Freight Claim Department  
P.O. Box 207  
Iron Mountain, MI 49801  
(906) 774-1931

**OR**

Fax to (906) 774-7076, please use one method or the other. Do not send both, this may cause confusion & delay the processing of the claim.

Email completed claim form and required information to: [claims@usspecial.com](mailto:claims@usspecial.com)