

Standard Form for Presentation of Loss and Damage Claims



PH 425-282-6610
 FX 425-282-6611
 PO Box 3837
 Seattle, WA 98124-3837
 www.alaskatraffic.com

Please e-mail completed form to claims@alaskatraffic.com or fax completed form to 425-282-6611 or mail to Alaska Traffic Co. • Attn: Claims • PO Box 3837 • Seattle, WA 98124-3837

Date Filed _____ Carrier's Pro Number _____ Claimant's Claim Number _____

Claimant's Phone Number _____ Claimant's Fax Number _____ Total Amount Claimed _____

Claimant Name _____ Claimant Address _____ City _____ State _____ ZIP _____

Carrier Name _____ Carrier Address _____ City _____ State _____ ZIP _____

This Claim for \$ _____ is made against the carrier named above by _____
 for Loss Damage Repair Other _____ in connection with the following described shipment:

Description of Shipment _____

Consignor (Shipper) Name _____ Address _____ City _____ State _____ ZIP _____

Shipped From (Origin) _____ Shipped to (Destination) _____

Final Destination _____ Routed Via _____ Bill of Lading Issued By _____

Date of Bill of Lading _____ Paid Freight Bill Number _____ Container Number _____

Name of Consignee (Recipient) _____ Address _____ City _____ State _____ ZIP _____

If shipment was reconsigned en route, state particulars: _____

DETAILED STATEMENT SHOWING HOW CLAIM AMOUNT IS DETERMINED Please include a complete description of items that were damaged or lost, including type of damage, size, color, etc.	AMOUNT CLAIMED

In addition to the information given above, the following documents are submitted in support of this claim.

- An original or certified copy of the bill of lading
- An original or certified copy of the invoice (from your vendor)
- A copy of the paid freight bill
- A copy of the delivery receipt
- A copy of the inspection report if an inspection was done (or a copy of the waiver of inspection)
- Any other particulars (such as relevant photographs) which support the claim

Remarks _____

The foregoing statement of facts is hereby certified to be correct. _____
 Claimant Signature



Dear Customer:

At Alaska Traffic Company we are proud of our reputation for minimizing damage or loss to freight in transit. However, we realize that from time to time there will be damage or loss whether the fault of Alaska Traffic or the other carrier(s) that may be involved in the movement of your product. With this in mind, the following information is meant to assist all parties in reaching a solution as quickly as possible. These procedures are based on Federal Regulations related to the handling of freight claims for loss and damage.

It is the responsibility of the consignee, per Federal Regulations, to inspect their shipment upon receipt and note any discrepancies. Damage to freight that is visible at the time of delivery is referred to as **VISIBLE** damage. Damage that is not visible at the time of delivery is referred to as **CONCEALED** damage. Please do not sign a delivery receipt "subject to inspection" as this is not a valid notation and will not be considered when investigating the claim.

1. If your shipment is short or damaged upon receipt at your facility:
Write up very specific notations describing the damage or shortage on the delivery receipt at the time of delivery while the driver is still there and take pictures if possible. Then proceed as directed below.
2. If you discover your shipment is damaged after you open the packages:
Call Alaska Traffic at 1-800-888-3534 or 425-282-6610 and request a freight inspection. (Please tell us if the damage was **VISIBLE** or **CONCEALED**.) Depending on the value of the goods, we may choose to waive the inspection or we will arrange for someone to come to your location to inspect the goods. If we waive the inspection, we will fax you a copy of the waiver for your files.

As much as possible, leave the product intact and be certain to **retain all product and packaging material**; this is very important. **Do not destroy any packaging.**

Please do not make any repairs to damaged merchandise without prior written authorization from Alaska Traffic.

Once the inspection is complete or we have determined that the shortage will not clear, please complete a Claim for Loss or Damage and submit it with all supporting documentation to Alaska Traffic Company.

**PLEASE NOTE THAT ALASKA TRAFFIC MUST BE NOTIFIED OF
CONCEALED DAMAGE WITHIN 5 DAYS OF DELIVERY.**

**PLEASE NOTIFY ALASKA TRAFFIC IF A SHORTAGE
DOES ARRIVE AT A LATER TIME**

**ALSO, PLEASE LET US KNOW IF YOU EVER RECEIVE ANY GOODS
THAT ARE NOT FOR YOUR ACCOUNT.**



FREIGHT CLAIMS

In the event that you receive a shipment that is damaged or short, the following information may be helpful:

- Please fill out the standard claim form as completely as possible. Please call us should you require a blank claim form or have any questions.
- When completing the claim form, you are the claimant and Alaska Traffic is the carrier.
Please file all claims with Alaska Traffic Company.
- The following supporting documentation should be attached to the claim:
 - An original or certified copy of the bill of lading
 - An original or certified copy of the invoice (from your vendor)
 - A copy of the paid freight bill
 - A copy of the delivery receipt
 - A copy of the inspection report if an inspection was done (or a copy of the waiver of inspection)
 - Any other particulars (such as photographs) which support the claim
- Submit the completed form and attachments to: Alaska Traffic Company Attn: Claims Department P.O. Box 3837 Seattle, WA 98124-3837, or email to: claims@alaskatraffic.com.
- Please keep copies of everything for your records.
- Under current regulations, the claimant is required to mitigate the claim to the fullest extent possible. In other words, the claimant must reduce the cost of the claim in any way they can. For example, if a damaged item can be repaired, then it should be repaired and the claim is for the reasonable cost of repairs. If a damaged item can be discounted and sold, then the claim is for the difference between the amount it was sold for and the actual cost of the item. Repairing and discounting apply only if this results in less cost than replacing the goods.
- If items cannot be repaired and a claim is paid, the subject items become the property of the carrier paying the claim. Do not discard salvage without written release by the carrier.
- Invoices for freight charges related to shipments involved in a claim must be paid prior to concluding the claim.
- Alaska Traffic Company has 30 days from receipt of your claim to send you an acknowledgment or, in lieu of an acknowledgment, to conclude your claim.
- You are free to call, fax or write to us at anytime for an update as to the progress of your claim.

**PLEASE NOTE THAT CLAIMS FOR LOSS OR DAMAGE MUST BE FILED
WITHIN NINE (9) MONTHS OF THE DELIVERY OF THE FREIGHT
OR IN THE CASE OF SHORTAGE, WITHIN NINE (9) MONTHS AFTER A
REASONABLE TIME FOR DELIVERY HAS ELAPSED.**