



The Expediting Co., Inc.

1295 S. Brown School Road ~ Vandalia, Ohio 45377

(800) 890-1573 ~ Fax (937) 890-7522

HOW TO FILE A CLAIM

The Expediting Co., Inc. always tries to maintain a high level of freight handling integrity. However we do realize that on occasion mistakes are made. We will endeavor to make the claim filing process as simple as possible.

WHO MAY FILE THE CLAIM?

A claim may be filed by the shipper, consignee or a Third Party, whoever is the owner of the goods.

WHAT CAN BE CLAIMED?

- 1) **LOSS CLAIMS** - The amount of damages is the value of the property at the time it should have been delivered.
- 2) **DAMAGE CLAIMS** - Where goods are damaged, the general rule for determining the amount of damages is the difference between the market value of the property in the condition in which it should have been delivered and its market value in its damaged condition, less any salvage value. The claimant can claim the cost of the items damaged beyond repair, less any salvage value, subject to the terms and conditions of Tariff #2011, Item D.

TYPES OF CLAIMS

- 1) **NON-DELIVERY** - Loss or misdelivery of any or all pieces of a shipment. It is important that a consignee count the pieces in a shipment to determine that the count agrees with the delivery receipt. If the count is not correct the consignee should duly note the discrepancy on the delivery receipt. An exact notation as to the discrepancy is required. Notations such as "subject to count" are not considered to be valid as they do not establish that a loss has actually occurred.
- 2) **VISIBLE DAMAGE** - Noticeable damage to the outer shipping container or the merchandise itself.

A consignee should check for any signs of damage to the cartons or containers. If damage is found, a notation should be entered on the delivery receipt, which accurately describes the type of damage. Again, notations such as "subject to inspection" are not specific enough to establish carrier liability. If the damage appears to exceed \$500.00 the carrier reserves the right to perform an inspection and requires the consignee to contact the carrier to arrange for an inspection of the damaged goods.

- 3) **CONCEALED DAMAGE** - Damage discovered by the consignee after delivery of the goods which were signed for with no visible damage to the containers.

Concealed damage must be reported to TECI within 15 days from the date of delivery. Should the damage appear to exceed \$500.00, an inspection of the goods will be necessary. Therefore the the shipment, its container and all packaging materials must be held by the consignee, for at least 10 days after the date TECI was notified, to allow for the inspection to be performed.

4) **SHORTAGE** - Merchandise which is missing from the carton.

Should cartons be delivered in an open or retaped condition, a joint examination of the contents by the consignee and a TECI driver to verify the count and condition of the items inside. An exact notation should then be made on our delivery receipt as to the nature and extent of the shortage. If the volume of freight or the degree of loss will not permit a thorough joint inspection, then the nearest TECI office should be notified immediately to arrange for a more detailed inspection.

The fact that goods are damaged or the shipment is partially short does not justify a consignee's refusal to accept a shipment. Unless the goods are worthless, they must be accepted and all reasonable steps must be taken to minimize the loss. These steps must include repairing the damage or salvaging the merchandise that That could be repaired. The claim would then be filed for the lowest possible amount.

5) **WHERE TO FILE A CLAIM**

All Freight Claims must be filed with:

**The Expediting Co., Inc.
1295 S. Brown School
Vandalia, Ohio 45377
Attn: Claims Dept.**

