

INSTRUCTIONS TO CLAIMANT

FOR

PRESENTATION OF CLAIM FOR LOSS AND DAMAGE

Please follow the step by step instructions which may differ in cases of loss vs. damage.

Column No. 1: The inventory number is very important, please show the number that was attached to the article when loaded at origin. On packed items indicate the container item number.

Column No. 2: State the name of the article, such as “small carton”, “triple dresser”, etc. Use same name as on inventory or show corrected two names.

Column No. 3: (a) If a shortage is claimed – give full description – color – size – shape – model numbers – manufacturer’s name, etc., which will be used for tracking back to origin. Also state where purchased, cost when new, cash value at time of loss, considering depreciation or other factors. Immediate reporting of claimed missing items is very important. If a carton, identify contents of container and inventory item number (tag number) and any identifying marks that may be unusual. (b) If an article is damaged, again be sure to give a full description, color, size, shape, model, number, manufacturer’s name, etc., describe severity and location of damage such as worn – torn - soiled – rubbed – scratched – dented, etc., explaining the exact location such as “top right front corner,” bottom left side panel,” etc. Sofas and chairs are described left or right – facing the article – NOT from a sitting position. This is necessary to compare the origin inventory to determine pre-existing damage. (c) On packed items indicate whether the container was damaged and the extent of any damage, as above.

Column No 4: If actual weight is not available, give an estimate.

Column No 5, 6, & 7: Settlement may be expedited if original sales tickets or appraisals of identical articles or affidavits as to the value accompany this form and the information inserted in columns.

Column No 8: Estimated cost of repairs – Shipper’s estimate should be so noted. If estimate of qualified repairman or appraiser is available – include on this report.

PLEASE BE SURE TO PLACE A CONTACT PERSON AND A PHONE NUMBER FOR THAT PERSON ON THE CLAIM FORM.

See page 2 for form

