



Loss/Damage Claim Form

Priority Dispatch Claims Process

Claims for loss or damage to cargo or other property must be reported to Priority Dispatch immediately upon discovery of the loss/damage by claimant, but in no event more than 15 days after the loss/damage occurred.

When Priority Dispatch elects to file a claim with their insurance carrier, claimant will provide any additional information requested by the adjuster or other insurance personnel, whether or not specifically listed below. Priority Dispatch and/or its agents have sole discretion in determination of whether repair or replacement is warranted, unless restricted by Federal, State or Local laws and/or regulations. Any damaged items returned to Priority Dispatch that are subsequently replaced, remain the property of Priority Dispatch. In the event of a conflict between a current written contract between a customer and Priority Dispatch, as it relates to loss or damage claims, the contract language prevails. Claim setoffs are not permitted. Customers **may not** deduct the value of claims (pending or settled) from payments issued to Priority Dispatch for transportation charges.

How do I make a claim?

We will require you to complete a claim form, including the following information:

- Claimant Information (name and contact information)
- Shipment Information (for cargo loss), including date, description, control number and addressee
- Loss information and description

In addition, proof of loss and value are required:

- Proof of loss can be documented by photographs or visual inspection of the damage by an authorized Priority Dispatch representative.
- Damaged items must remain in their original packaging and or damaged state until proof of loss, satisfactory to Priority Dispatch and/or its insurance representative has been established.
- Proof of value can be evidenced by a purchase receipt or statement of the cost to repair or replace the item.
- Evidence of value of the item (cost or replacement price, receipts or valuation notice). We require independent proof of value and we may not pay you compensation if not provided.
- The damaged item may be held by us while we make inquiries. Do not dispose of any packaging or items until informed by Priority Dispatch Inc.
- We individually investigate each claim.
- Compensation payments to business customers are based on the cost price of the item to the sender, not the retail price of the item, whichever is less.
- We may replace or reinstate the item, rather than pay you compensation, at our discretion.
- If compensation for damage to an item has been paid in full, then we may dispose of the damaged item as we choose.
- If we pay you compensation in full for a lost item and the item later turns up, the item will be our property. If you want to have the item returned to you, you must refund us the compensation payment you received in full.
- These terms are to be read together with the existing customer agreement with Priority Dispatch Inc.

General Information

1. All damaged merchandise and/or property must be retained in the original shipping containers or location at place of delivery in order to allow Priority Dispatch the opportunity to inspect the shipment, damaged property and all packaging.
2. Unless additional value was declared on the shipment in question, all shipments are capped at the actual value of the shipment, or \$100 (unless modified by current carrier agreement), whichever is less.
3. Claims for concealed damage will not be accepted.
4. Shortage claims will not be honored if Priority Dispatch can produce a valid proof of delivery, signed by the consignee indicating the receipt of all products shipped.
5. Claims must be supported with documentation and clearly itemized to show proof of monetary loss.
6. Loss or Damage Claim Form must be presented to Priority Dispatch, **no more than 15 days** from date of delivery, date of damages or when delivery was expected.
7. Claim set-offs are not permitted; shippers/customers may not deduct claims from their transportation charges.
8. When possible please provide photo of the damages.

Contact Information

| | | |
|--------------------------------------|----------|---------------|
| Shipper's Name/Owner's Name/Contact: | Company: | Today's Date: |
| Address, City, State & Zip Code: | | Phone Number: |
| Email: | | Fax Number: |

Shipment Information

| | | |
|--|--------------------------|----------------------------------|
| Tracking Label or Bill of Lading Number(s) (REQUIRED): | Ship Date/Incident Date: | # of packages in total shipment: |
|--|--------------------------|----------------------------------|

Type of Loss:

☐ Loss ☐ Partial ☐ Total ☐ Damage (Please retain all packaging along with the shipment until your claim is resolved.)

| | | |
|--------------|-------------------|-----------------|
| Item Number: | Item Description: | Amount Claimed: |
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Describe damage to outer packaging/exterior of the property damaged:

Describe inner packaging/internal property damaged:

Describe damage to contents and/or any other ancillary items:

If claim is for more than \$100, was excess value declared on the Bill of Lading/Shipping Label? (unless modified by current carrier agreement)

☐ Yes (If so, amount declared \$) ☐ No

Merchandise value (original purchase value and/or cost to repair):

\$ (You must include vendor invoice to show what you paid or charged for the goods, or the repair estimate or invoice)

Salvage

Priority Dispatch reserves the salvage rights to lost or damaged freight. A statement as to salvage value is required. If there is salvage value, state the amount. If there is no salvage value, state none. If the salvage value is unknown, state unknown. Salvage should be held until investigation of the claim is complete. Priority Dispatch will inform you if we want the salvaged item.

Please return the completed form and documentation to:

Julie.Dennis@pdigo.com

Office (513)794-3105