

Claims.... What to do??!!! Upon notification of claim...

1. Contact SPI Logistics Head Office- ASAP regarding a possible claim.
claims@spi3pl.com
2. Call consignee to check if delivery bill was signed with any exceptions
-ie.) 2 cases crushed.. etc
3. Advise consignee not to destroy/ dispose damaged product & take pictures if possible
 - *carrier is entitled to any salvage & may need proof*
4. Fax copy of claim form for the Prevention of Loss and Claim Info sheet
 - *these sheets itemize the information required to submit a claim to the carrier*
 - *Example:*
 - a. *Proof of Delivery indicating damages*
 - b. *A completed Claim Form listing pertinent information*
 - *ie) Value of Goods*
 - c. *A Copy of Commercial Invoice with substantiating damages*
 - d. *Photographs of the damage*
5. Upon receipt of claim forms (with appropriate attachments) from customer, write the load contract number in BOLD on the documents & fax over to claims@spi3pl.com
6. Advise Customer that their claim is being submitted but that a freight charge has to be paid in order for completion of claim. (Normal 15 days still apply)

NOTE:

If, you need to do a replacement shipment...

- *Carrier should do replacement shipment free of charge free of cost*
- *OR... move load for cost and apply freight charges to existing claim*

If, goods are refused by consignee... (each situation different)

- a. *Goods still belong to shipper & carrier should negotiate with you to return goods to shipper.*
- b. *Best solution: goods returned at a cost, shipper submits a claim for damaged goods & return freight cost.*

Some carriers may take goods as salvage and then wait for a claim...

***** It is up to YOU to talk to the carrier & negotiate what is best for all*****