



## **Customer Notice of Claim**

1. If a shipment is damaged it should be set aside and your SPI Representative should be notified right away. Do not discard any packaging or damaged product, the carrier has the right to recover the damaged freight and sell for salvage. The product may have to be inspected by an insurance claims adjuster, if the damaged product is no longer available for inspection the claim may be denied. If a shipment is rejected at the Consignee, please advise your SPI Representative where the cargo should be redirected in writing. A disposition of the goods is required and forms part of the claims process.
2. Complete the attached "Claims Form", along with all supporting claims documents. A commercial or detailed repair invoice is required to process a claim. Pictures, supporting the damages are required. If pictures are not available, please contact the SPI Claims Department without delay.
3. Freight claims will not be processed if the SPI freight bill is not paid. The claim and freight bill are two separate items and a claim does not preclude a customer from paying the freight charges. The freight bill will form part of the claims process and can be reimbursed at settlement.

Submit documentation via email to [claims@spi3pl.com](mailto:claims@spi3pl.com). If you have any questions, please contact your SPI Representative.