

ANDERSON CARGO SERVICES, LLC  
ANDERSON WORLDWIDE LOGISTICS &  
FORWARDING, LLC

**IMPORTANT INSTRUCTIONS**

**REQUIREMENTS AND GUIDELINES TO HANDLING OF A CLAIM FOR DAMAGE OR SHORTAGE**

A request for claim considerations will be considered only when the information and documents are properly presented. Changes may transpire in accordance to transportation regulations for carriage, or commodities and in these instances, amendments denoting these rule changes will be issued as applicable.

1. A claim for **apparent physical damage or shortage of contents** must be noted on the non-negotiable document at time of delivery and acceptance. Should this notation not be accomplished, no claim request will be entertained.
  - a} All requests for claims must be presented in written form and received at our Corporate office via registered mail within the following time frame.
    - > **Ten (10) days** from date of shipment for shipment(s) denoting **apparent** physical damage, or shortage at time of delivery and acceptance.
    - > **Fifteen (15) days** after actual delivery date for shipment(s) that may have **concealed** damage.
  - b} In all instances, any and all exterior packaging and internal dunnage must be held for review by the assigned inspection agency.
2. All claims must contain a copy of the original purchase invoice from the vendor for the damaged or lost goods.
3. It is the obligation of the consignee to hold all the shipping materials and merchandise involved, in their damaged state, at the point of delivery. The consignee is the only one who can preserve all the evidence of transit damage for inspection purposes.
  - a} In all instances, should an inspection ultimately be required, an independent inspection agency will be appointed by Anderson Air Cargo, Inc. or Anderson Worldwide Logistics & Forwarding, Inc.
  - b} Should any of the material or goods not be kept and available for inspection, all claims may be denied.
4. All charges of the non-negotiable waybill must be paid in full before any claim process will be considered and no claim amount(s) can be deducted from any payment or invoices for carriage.
5. Any consignment that reflects multiple pieces within a shipment and a DECLARED VALUE is shown, **EACH PIECE(S)** must have a separate value declared on the transportation document. In the absence of declaration for "split valuation", no considerations will be given for any excessive value on a per piece basis.
6. Review of specific items for handling;
  - a} The following items are NOT acceptable for carriage, but not limited to:  
antiques, bills or money, bonds, jewels, negotiables, original works of art, original art work, precious stones, securities, watches, firearms, explosives, human organs or remains.
  - b} The following items are acceptable under "Shipper Risk Only" and carrier or its assigned agent shall not be liable for any loss or damage whatsoever arising from carriage for;  
used computer or electronic equipment, data from media, deeds, evidence of debt, glass, lighting fixtures, neon signs, notes, personal effects, perishables, used wearing apparel.
  - c} New computer and electronic equipment will be accepted for carriage with a declared value only if properly packed and liability will be limited to external physical damage only.
7. Air Freight Loss/Damage claim presentation form is attached for your reference.

Each non-negotiable air waybill contains the "CONDITIONS OF CONTRACT" printed on the reverse side of the document. This should be reviewed by all staff that is tendering shipments for transportation.

ANDERSON CARGO SERVICES, LLC  
 1020 DISCOVERY RD, STE 100  
 EAGAN, MN 55121

**AIR FREIGHT LOSS OR DAMAGE <> CLAIM PRESENTATION**

AIRBILL NUMBER	DATE	OTHER CARRIER BILL NBR..	DATE	CLAIMANT CLAIM NBR.

CONSIGNOR NAME	ADDRESS	CITY / STATE / ZIP CODE

CONSIGNEE NAME	ADDRESS	CITY / STATE / ZIP CODE

This claim for \$ \_\_\_\_\_ is made against Anderson Air Cargo for  
 <> /\_\_\_/ damage /\_\_\_/ loss <> in connection with the following described shipment

<b>DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED</b> (Number and description of articles, nature and extent of loss or damage, invoice price of articles, amount of claim, etc. <b>(ALL DISCOUNT, ALLOWANCES &amp; SALVAGE MUST BE SHOWN)</b> )	
Description of goods	Amount

- Was shipment an outright sale; \_\_\_\_\_ or consignment; \_\_\_\_\_
- Shipment was delivered at \_\_\_\_\_ (AM/PM) on \_\_\_\_\_ 19 \_\_\_\_\_ by \_\_\_\_\_
- Were cartons/packages damaged? \_\_\_\_\_ If so, how many? \_\_\_\_\_
- Description of damage to cartons/packages damaged \_\_\_\_\_
- Notification of loss or damage given to; (carrier) \_\_\_\_\_  
 at (location) \_\_\_\_\_ on (date) \_\_\_\_\_  
 by (\_\_\_ wire) (\_\_\_ letter) (\_\_\_ other) \_\_\_\_\_
- Inspection made by \_\_\_\_\_ on \_\_\_\_\_ 19 \_\_\_\_\_

**One (1) copy to each of the following documents are submitted in support of this claim. The absence of any document called for in connection with this claim MUST be explained.**

1. \_\_\_\_\_ Air Waybill for shipment
2. \_\_\_\_\_ Commercial invoice for entire shipment
3. \_\_\_\_\_ Invoice for repair of goods listed above
4. \_\_\_\_\_ Carriers inspection report
5. \_\_\_\_\_ Salvage report
6. \_\_\_\_\_ Copy of written notice to carrier of loss or damage
7. \_\_\_\_\_ Check in payment of freight charges

**REMARKS:** \_\_\_\_\_  
 \_\_\_\_\_

**THE FOREGOING STATEMENT OF FACTS IS HEREBY CERTIFIED TO BE TRUE & CORRECT**

Name of Claimant	Signature of Claimant or Representative	Date
Street Address	City	Sate / Zip Code