



## CLAIMS PROCEDURES

The procedures laid out below for filing claims refer to any and all types of claims, including shortage, damage, water damage, pilferage, and non-delivery, and are as follows:

### ***1. Inspect Your Cargo Before Signing the Delivery Receipt***

#### **Do not sign the delivery receipt before inspecting the cargo...**

Note on the shipping receipt any visible irregularities to the package. It is important to be as specific as possible when describing damage (i.e. 5 cartons short, wet, torn). For ocean container(s), verify the seal number(s) on the container(s) match the seal number(s) on your bill(s) of lading. If the seal is broken or the number is different, the cargo may have been pilfered.

### ***2. Notify FedEx Trade Networks of your Loss Immediately***

#### **If shipments are insured through FedEx Trade Networks...**

1. Notify us immediately. For export shipments, report any loss or damage to the nearest survey agent, settling agent or underwriter's branch office (found on back of the insurance certificate) promptly. They are authorized to act on behalf of the insurance company.
2. Your notification or claim statement should include a description and itemization of the damage or loss, including the invoice cost. Even though you may not have complete information at this early stage, please do not hesitate to notify FedEx Trade Networks of your claim.

#### **If shipments are insured elsewhere...**

Notify your insurance agent and follow their guidelines.

#### **If shipments are uninsured...**

Refer to the back of your bill of lading or air waybill for an outline of carrier liability, exemptions and limitations.

1. Make sure to note exceptions on your delivery receipt(s).
2. Notify the carrier(s) who handled your shipment(s) in writing.
3. Please make note that General Average contributions are for your account.

### ***3. Arrange to Survey Damaged Cargo***

#### **If shipments are insured through FedEx Trade Networks...**

And damage exceeds \$3000, FedEx Trade Networks will contact a surveyor to inspect the cargo as soon as possible.

1. Retain all products and packaging materials regardless of their condition, until otherwise advised by the surveyor.

2. Do not abandon cargo or fail to take action that could result in averting or minimizing the loss or damage. As a rule of thumb, you should always act as if you were uninsured.

**If shipments are uninsured...**

You may wish to contact a surveyor to assess the damage. However, since the shipment is uninsured, you will bear the cost of such a survey. Again, refer to the back of your bill of lading or air waybill to help determine liability of the carrier(s).

***4. Submit Your Claim Documents***

**If shipments are insured through FedEx Trade Networks...**

Submit the following documents to FedEx Trade Networks:

1. Claim statement
2. Delivery receipt with exceptions noted
3. Photographs (if available)

FedEx Trade Networks will forward these documents to the insurance company.

**If shipments are uninsured...**

Forward the commercial documents and claim statement to the carrier. Generally the required commercial documents can include the ocean, air and/or inland bills of lading, delivery receipts with exceptions noted, customs entries commercial invoices, packing lists, survey reports and repair estimates if applicable.

If FedEx Trade Networks was the carrier, forward these documents to James Boitano at fax number (253) 561-0579 or mail them to James Boitano, FedEx Trade Networks, 2820 B Street NW #101, Auburn, WA 98001. If you claim against FedEx Trade Networks as the indirect carrier, we will pursue the actual responsible party on your behalf. We will do our best to resolve your claim as quickly as possible.

**For more information contact James Boitano at (253) 561-0573, or Sandra Drake at 253-561-0571.**