



Desktop Claim Guide

In the event of shipment damage, loss or non-delivery, it is important to act immediately. There are statutes of limitation for filing claims against carriers. The statute of limitation are listed below:

- Seven (7) days from time of delivery for loss, obvious damage or pilferage
- Seven (7) days from time of delivery for concealed or hidden damage
- If a claim has not been initiated, or the required documentation has not been submitted and confirmed, within ninety (90) days of the shipment date, the claim will be denied and closed

In the event of a claim:

1. Document the conditions of the shipment upon delivery. Make clear exceptions on the delivery receipt noting any loss or damage to the shipment and/or the packaging. Be specific and take pictures.
2. Protect the shipment from further loss or damage by (1) separating wet portions of the shipment from the dry portions, (2) re-pack to prevent further loss or damage and (3) moving goods to a secure location.
3. IMPORTANT, do not discard the packaging, good and seals until further advised.
4. Using the timeline above, notify AFP there is an intent to file claim (in writing) and request an *AFP Claim Form*. The notification shall include a description and circumstances of the damage.
5. Complete the AFP Claim Form and submit via email to claims@afplus.com or mail to: AFP Global Logistics, 1352 Charwood Road, Suite E, Hanover, MD 21076.

Supporting documentation maybe needed, at a later date, to ensure expeditious claim processing: Commercial Invoice(s), Non-Negotiable Copy of Bill(s) of Lading/Air Waybill(s), Claim Statement(s) itemizing loss/damage claimed, packing lists, repair estimates (if applicable).

In the event of an uninsured lost or damaged shipment, AFP Global Logistics' liability shall be:

Domestic Shipments - \$.50 per pound, multiplied by the number of pounds for the lost or damaged portion of the shipment (minimum \$50.00 per shipment) plus the prorated PAID transportation charges associated with the shipment's loss or damage.

International Shipments - \$9.07 per kilo, multiplied by the number of kilos for the lost or damaged portion of the shipment (minimum \$50.00 per shipment) plus the prorated PAID transportation charges associated with the shipment's loss or damage.

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