



Cargo Claims Information

Shipper's Responsibilities

To prevent loss and damage during normal transportation handling, the shipper has the following responsibilities:

- ✓ Proper packaging
- ✓ Proper markings on the packaging
- ✓ Proper description on the shipping papers

Recipient's Responsibilities

As the recipient, you must carefully identify and document loss and/or damage on the delivery receipt at time of delivery.

- ✓ When possible, take as many PHOTOS as possible of the damaged item(s). This includes during unpacking, if possible and after. Also include photos of all packaging materials.
- ✓ Do NOT throw out any packing materials or damaged items. The Freight Company may want to inspect the items.
- ✓ **DO NOT REFUSE ANY SHIPMENT!**
- ✓ There are two types of loss or damage:
 - Visible or noted loss or damage
 - Concealed loss or damage

Visible or Noted Loss or Damage

- ✓ Visible loss or damage is apparent at the time of delivery and should be noted. Noted loss or damage is recorded in detail on the delivery receipt.
- ✓ When recording loss or damage, please use specific details and try to avoid general or generic terms such as "box damaged" or "torn". This type of notation does not provide adequate support for your claim.
- ✓ **Please note:** A notation of "*subject to inspection*," by itself, is not considered a valid notation of loss or damage
 - Example of Proper Notation: "2 of 12 bottles #12345 hand soap damaged in 1 carton"



Concealed Loss or Damage

- ✓ These claims are considered and investigated as concealed loss or damage claims and will be handled based on their individual merits.
- ✓ Concealed loss or damage is that which was not apparent at the time of delivery.
- ✓ A report must be filed within 24-48 hours after delivery for a claim to be filed with the carrier. The sooner concealed damage is discovered and reported, the better.
- ✓ You **MUST** immediately document and photograph (if possible) the packaging and the damage item. You must keep the original packaging, boxes, and damaged items.

Shortages

- ✓ If possible, make a written tally record when many items are being received or the shipment consists of several different items. At time of delivery, please check the labels on all handling units to be certain they are yours and check for shortages as goods are being unloaded. Be sure to keep the shipment together until unloading is complete in case a recount is necessary.
- ✓ If there is a shortage, *please note it on the delivery receipt before signing for the shipment.*

Carriers are not liable for loss or damage caused by:

- ✓ Act of God (i.e., tornado, flood, earthquake, etc.)
- ✓ Public enemy
- ✓ Authority of law
- ✓ Act or default of shipper (i.e., improper packaging, improper labeling)
- ✓ Defect or inherent vice of the commodity.
- ✓ **IMPORTANT: DAMAGED FREIGHT MUST BE RETAINED UNTIL RESOLUTION OF THE CLAIM FOR POSSIBLE SALVAGE PURPOSES** (unless items are subject to repair).

DOCUMENTS NEEDED for Shortage, Noted, and Concealed Claims:

- ✓ A copy of your vendor's original invoice supporting amount of your claim
- ✓ Itemized statement of items lost of which needs to be supported by means of a packing slip
- ✓ A copy of the vendor's invoice for replacement goods shipped (if applicable)
- ✓ Photos (if applicable)
- ✓ Copy of BOL with Carrier Name and PRO#



NOTE:

GENERAL policy on concealed damage claims is consideration of partial payment, and responsibility divided equally between all parties involved (shipper, consignee, and carriers). Any payment made by a carrier in the case of concealed damage is completely voluntary and is subject to approval based on investigation and evidence available.

The damage claim must be made within 24-48 hours of delivery to the address MedEquip shipped to, this includes forwarders. Moving the product without inspection voids any claim attempt.

Claim Process

- ✓ Upon receipt of all the necessary documents, MedEquip Depot will file the claim with the carrier within 24 hours
- ✓ MedEquip Depot will provide the customer with a claim number
- ✓ To check the status of your claim, please email us your claim number to claims@medequipdepot.com
- ✓ It normally takes 2 – 3 weeks to receive the acknowledgment letter from the carrier. It then takes between 30 – 90 business days for a claim to be approved or denied.
- ✓ If the claim is approved, MedEquip Depot will receive the settlement check
 - The refund will be issued to the client within 5 business day of receipt
- ✓ If the claim is denied, a copy of the denial letter will be provided to the customer, along with a copy of the MedEquip Depot claim form for their records