



FREIGHT CLAIM AGREEMENT

() New Customer () Existing Customer Company: _____ WWE# _____

DAMAGE CLAIMS

Please instruct your consignee to inspect all shipments for damage **before** signing off on the delivery. If the damage is noticed at delivery, the driver **must notate the damage on the delivery receipt**. Damage not noted at delivery is considered concealed damage and is typically not approved for the full amount claimed.

_____ Initial

*****PLEASE READ - CONCEALED DAMAGE*****

Concealed damage must be reported within 48 hours and the claim paperwork filed within 5 days of delivery. It is the customer's responsibility to contact the carrier directly to report any damage.

_____ Initial

Needed to file claim:

- The location of damaged freight and contact info for setting up the inspection
- Vendor invoice showing the cost to replace the damaged merchandise
- If repairable, an invoice/estimate showing the cost to repair
- Any pictures taken of the damage and packaging

LOSS CLAIMS

If shortage is noted at delivery, the driver should notate the missing product on the delivery receipt. Any shortage noticed after delivery should be reported immediately.

_____ Initial

Needed to file claim:

- The Carrier may request a statement from consignee (especially when not noted at delivery)
- Vendor invoice showing the cost of the missing merchandise
- Any packing slips that list the items and quantities in the shipment

FEES/ADJUSTMENTS

Worldwide Express is not responsible for any change in rates due to the reclassification of freight. Please ensure that you use the correct class and NMFC # for an accurate rate quote.

_____ Initial

Dry run fees will be assessed for all pickup attempts that are made when no freight is received. Pickup cancellations **MUST** be submitted prior to the open time of the scheduled pickup window.

_____ Initial

I have read and understand the above requirements and procedures for reporting and filing freight claims. Acknowledgements on all claims are received from the carrier within 30 days and resolution achieved within 120 days after receipt of claim.



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Signature	Date
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