



**ONE CALL
DOES IT ALL!**

877 • 548 • 5707

Loss and Damage Claim Form

Your business is important to us. We apologize for any problem you had with your recent shipment. To assist us in processing your claim promptly, please complete the attached claim form and submit with the required supporting documents.

Thank you for your patience and understanding. We hope to resolve this to your satisfaction.

TRAIL LINES, INC. - CLAIM POLICY

- All freight charges **MUST** be paid in **FULL** before a claim will be considered.
- Claims for loss of damage **MUST** be filled in **WRITING** within **9 MONTHS** of receipt of shipment.
- All items **MUST** be **INSPECTED** upon delivery. Any shortage or damage **MUST** be noted on the delivery documents upon receipt.
- KD Furniture - if exterior damage to carton is noted must open & inspect contents.
- We do not honor "Subject to Inspection" notations. Claims with such notations are invalid.
- **NO** concealed damage claims are allowed on "Blanket Wrapped" shipments since inspection is required as blankets are removed upon receipt of shipment.
- "Special Damage", such as loss of sales, stand by time, contract penalties and similar items, even if resulting from loss, damage, or delay chargeable to carrier negligence, shall not be paid unless specified in a delivery contact.
- Carrier liability on Blanket Wrap shipments without purchased "**FULL VALUE**" insurance stated on the bill of lading shall be paid at \$0.60 cents per pound.