

FILING A CLAIM FREQUENTLY ASKED QUESTIONS

Q What is the time limit for filing a claim?

A The sooner the better! Claim must be filed in writing and usually no longer than 90 days from the date of delivery; however, the provision of the governing bill of lading shall apply. Do not hesitate to request advice from the carrier or Century Architectural Specialties if you are not sure.

Q Against whom to file your claim?

A Claims for loss are filed against the delivering carrier because they are in the best position to determine the kind and extent of damage.

Q Where do I get claim forms?

A The delivering carrier will readily supply you with claim forms and general instructions on how to complete them.

Q Must I accept damaged shipments?

A NO. If there is such extensive damage that there is little or no hope of salvaging any part of the shipment. However, it is the legal obligation of the receiver to minimize to the fullest extent possible the amount of loss for which the carrier is liable. The costs of such salvaging are a proper part of the claim.

Q How do I determine the amount of the claim?

A The amount of the claim should include the shipper's invoice value plus freight if paid separately and any costs associated with salvaging.

Q What supporting documents should be attached to the claim?

A Bill of lading, paid freight bill, shipper's invoice, carrier's inspection report, delivery receipt, salvage receipt if applicable, photographs, unloading tallies, manifests, packing lists and copies of any pertinent correspondence.

IMPORTANT:

Always retain one copy of all documents sent with claim in your claim file.