

FORWARD AIR CLAIMS

We apologize for the damage/shortage that you are claiming. Attached is the claims form you will need to fill out along with information on filing a claim with Forward Air, our service conditions and claims procedures. You will need to print the claim form out to complete. Once you are ready to submit the claim you can email it to claims@forwardair.com or fax to 614-497-5032 **along with all needed back up documentation.**

Once we receive your claim, *we have 30 days to acknowledge it*, it will be processed in the order it was received as well. You will then receive a letter via email letting you know if any additional information is needed or if a settlement is being offered.

DAMAGED CLAIMS - Please keep in mind depending on our liability an inspection may need to be done, but we will not know that until we receive all the information from you. So please maintain the integrity of the freight as well as the packaging material until that has been determined.

SHORTAGE CLAIMS - If you have not already reached out to Customer Care in regards to the shortage please notify them at custserv@forwardair.com in order for a trace to be started if necessary. Customer Care must initiate the trace procedure.

No claim will be processed or paid until all freight charges are paid.

Please let us know if you have any questions.

Please make note:

In order for our Claims Department to dedicate their efforts toward resolving your claim on hand, we ask that you not call/email for the status within the first thirty days. When you do inquire please be sure to include the Forward Air bill # in the subject line. Also PLEASE DO NOT re-send all of the claim documents. If we've not received your claim and you are inquiring we will let you know at that time that we do not have the claim. You can then, at that time resend to us. Duplicate emails only slow down our claim process. If you would like confirmation that your email has been received please request a read receipt on your end.

Cargo Claims Procedures

Cargo claims will be handled in accordance with 49CFR370

1. NOTIFICATION

Receipt of the shipment by the consignee without notification of OS&D notations on the Forward Air Waybill will be prima facie evidence that the shipment was delivered free from shortage or damages.

2. BILL OF LADING NOTATION

Shortages and / or apparent damage must be noted on the bill of lading by the consignee at the time of receipt.

3. CONCEALED DAMAGE

In the case of concealed damage, notification must be furnished in writing to the cargo claims department within fifteen (15) days from the date of delivery of the shipment. When formal claim is filed, claimant must prove that the damage in question occurred in Forward Air's custody.

4. TRANSPORTATION CHARGES

No claim for loss or damage will be entertained until all transportation charges have been paid.

5. CLAIM AMOUNT

Claim amounts may not be deducted from transportation charges.

6. INSPECTION

A) If necessary, Forward Air, Inc. will arrange for an inspection of the damaged freight as soon as practical following notification.

B) All containers and packing materials must be retained for inspection.

C) The inspector will give a copy of the inspection report to the consignee and will forward the original to Forward Air, Inc.

7. FILING A CLAIM

All claims must be submitted in writing by mail, email or fax, and at a minimum, must be supported by:

A) A copy of the Forward Air, Inc. waybill

B) A copy of the shipper's house bill (if applicable)

C) A copy of the delivery receipt (if applicable)

D) Documentation supporting the value of the damaged or lost items

E) Documentation supporting the weight of the damaged or lost items

F) A copy of your customer's claim to you.(if applicable)

G) The original purchase invoice.

H) A copy of the repair invoice or estimate, or a statement from a certified repair technician as to why the goods cannot be repaired.

I) Loss / Damage inspection report (if one is performed)

J) Any additional information or pictures that may pertain to the claim.

8. CLAIMS FROM THIRD PARTIES

If you are not the beneficial owner of the goods that were shipped, you must provide either:

A) Proof that you have paid a claim to the beneficial owner of the goods, or

B) Written authorization for Forward Air to pay any settlement amount directly to the beneficial owner of the goods.

9. WRITTEN REQUEST

All claims must be submitted in writing to Forward Air, Inc. within nine (9) months from the date of delivery of the shipment.

10. CLAIMS ADDRESS

Claims must be addressed to: Forward Air, Inc.

Attn: Cargo Claims

3000 Rohr Rd

Groveport, OH 43125

11. ACKNOWLEDGEMENT

Upon receipt of a claim, Forward Air, Inc. will acknowledge the claim in writing within thirty (30) days, and request any additional documentation or information that may be required.