



## CARGO CLAIMS PROCESS AND PROCEDURES

- 1) **NOTIFICATION OF SHORTAGE OR DAMAGE:** Any shortage and / or visible damage must be noted on the bill of lading by the consignee at the time of receipt of cargo. Receipt of a shipment by the consignee without notification of shortage or damage on the bill of lading will be prima facie evidence that the shipment was delivered free from shortage or damages.
- 2) **CONCEALED DAMAGE:** In the case of Concealed Damage, notification must be provided in writing to MLD within seven calendar days from the date of delivery and the claimant must prove that the shortage or damages occurred while in the custody of MLD, its agents or carriers.
- 3) **TRANSPORTATION CHARGES:** No claim for loss or damage will be entertained until all transportation charges related to the shipment are paid in full. Claim amounts cannot be deducted from the transportation charges.
- 4) **INSPECTION OF CARGO:** Upon request, MLD reserves the right to inspect the damaged cargo related to the claim as soon as practical following notification of shortage or damages. All containers and packing materials must be retained for inspection by the receiving party. The inspector will provide a copy of the inspection report to the consignee and MLD.
- 5) **FILING A CLAIM:** All claims must be submitted in writing by mail, email or fax to MLD. The claim must be supported by the following documents:
  - A) A completed MLD Claim Form.
  - B) A copy of the original bill of lading.
  - C) A copy of the delivery receipt (if applicable).
  - D) Documentation supporting the value of the damaged or short items.
  - E) Documentation supporting the weight of the damaged or short items.
  - F) A copy of your customer's claim to you (if applicable).
  - G) A copy of 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 was performed).
  - J) Any additional information or pictures that may support the claim.
- 6) **CLAIMS FILING PERIOD:** All claims must be submitted in writing to MLD within 180 days from the date of delivery of the shipment. No claim will be entertained if submitted to MLD more than 180 days after the date of delivery.
- 7) **WHERE TO SEND YOUR CLAIM:** By email please send to [info@shipmld.com](mailto:info@shipmld.com). By fax to 916.375.7132. By U.S. Mail to MyLogisticsDept, 2975 Oates Street, Suite 20, West Sacramento, CA 95691.
- 8) **CLAIM ACKNOWLEDGEMENT:** Upon receipt of a claim, MLD will acknowledge the claim in writing within (15) days. At that time, MLD may request additional documentation or information that may be required to process the claim.