



Lost or Damaged Freight Claim Information

Type of Claim: Lost Shortage Visible Damage Concealed damage

Original BOL# _____ Replacement BOL# _____

Original Shipment Pro# _____ Replacement Shipment Pro# _____

Lost/Damaged Item #1

Product Name _____ Quantity _____

Product Description _____

Claim Amount (not including shipping) \$

Loss/Damage Description _____

Type of Damage: Total Loss Needs Replacement Parts Can Be repaired

Lost/Damaged Item #2

Product Name _____ Quantity _____

Product Description _____

Claim Amount (not including shipping) \$

Loss/Damage Description _____

Type of Damage: Total Loss Needs Replacement Parts Can Be repaired

Lost/Damaged Item #3

Product Name _____ Quantity _____

Product Description _____

Claim Amount (not including shipping) \$

Loss/Damage Description _____

Type of Damage: Total Loss Needs Replacement Parts Can Be repaired

Please email forms to: accounting@docktodoorltd.com or FAX to: 801-255-0894



Supporting Documents: (please provide as many as possible)

Invoice from Vendor for Original Item

Invoice from Vendor for Replacement Item

Retail Invoice for Original Shipment

Retail Invoice for Replacement Item

Itemized Repair Invoice

Inspection Report

Supporting Photographs: (please ensure they are clear and detailed)

Outer Packaging

Inner Packaging

All Damaged Items

Pro Numbers on Shipment

Details and Explanations

1. Any damage must be reported to Dock To Door within 5 days of the delivery date, but the sooner the better. If the damage has not been reported within 5 days of the delivery date, the claim will more than likely be denied by the carrier.
2. When submitting a claim the following documents **MUST** be provided: Dock To Door loss or damage information form, original vendor invoice, replacement invoice and/or repair bill. If this documentation is not received, Dock To Door is unable to submit the claim to the carrier. It is the preparer's responsibility to have the appropriate documentation. If you need additional time to prepare the claim information form and gather the required documentation, please call or email and we will advise accordingly.
3. Carriers legally have thirty days to acknowledge the receipt of the claim. Once the acknowledgement is made, the carrier still requires more time to investigate the claim. Dock To Door will provide updates to the preparer of this claim information form based upon information received from the carrier.
4. Dock To Door will send an email confirming that we have received your claim information form.
5. Dock To Door is unable to file the claim with the carrier if we are not the paying party for the freight charges.
6. It is much easier to recover replacement freight charges if you send out a replacement shipment on the same carrier that has damaged the product. If another carrier is used or if the replacement shipment is moved with guaranteed service, Dock To Door cannot guarantee that you will be reimbursed the freight charges on the replacement shipment.
7. All products, packaging and pallets must be kept until the claim is resolved.
8. Dock To Door will only process a freight claim on shipments with paid invoices.
9. If the claim is approved by the carrier, they may contact you to schedule a salvage pickup of the damaged product. This may need to be done prior to final resolution and payment of the claim. Once the carrier has possession of the product, the claim has been approved by the carrier and Dock To Door usually receives the check from the carrier within 3-4 weeks.
10. Claims are generally paid on replacement costs not retail costs. No handling fees are covered.

Note: all damaged product, packaging, and pallets must be held until the claim is resolved.

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