



Customer Desktop Claims Guide

In the event of submitting a claim with us, it is important to act immediately. There are statutes of limitation to file a claim against carriers for loss, damage or non-delivery.

7 days from time of delivery, for loss, obvious damage or pilferage.

7 days from time of delivery, for concealed/hidden damage.

If you have not initiated a claim, or have not provided the required documentation within 90 days of date of shipment, the claim will be denied and the file closed.

In the event of a claim:

1. Document the conditions of the cargo upon delivery. Make clear exceptions on the delivery receipt noting any loss or damage to the cargo and/or the packing and/or containers. Be as specific as possible. Photographs would also be helpful.
2. Protect the cargo from any further loss or damage by (1) separating wet cargo from dry cargo, (2) re-packing to prevent further loss or damage and (3) moving goods to a secure location.
3. Preserve all packing, damaged goods and seals until further advised.
4. Submit in writing (on letterhead) your claim within the timeframes above. Your memo should include a description of the damage, and/or circumstances of the damage, and amount you are filing the claim.
5. Claims can be submitted by mail to: Air Freight Plus, Inc., P.O. Box 28741, BWI Airport, MD 21240; or submitted by fax to: 410-768-9452.

The insurance company may request additional supporting documentation at a later date to ensure an expeditious processing of your claim. Below find a list of the types of shipping documents necessary to submit a claim:

Commercial Invoice(s)

Non-Negotiable Copy of Bill(s) of lading or Air Waybill(s) (front & back)

Claim Statement(s) (an itemization of loss/damage claimed)

Packing Lists

Repair Estimates (when applicable)

Note: In the event of loss or damages of a shipment not insured, Air Freight Plus' liability shall be:

For domestic shipments - \$.50 per pound multiplied by the number of pounds of that part of the shipment lost or damaged (but not less than \$50.00 per shipment) plus the amount of any transportation charges for which Air Freight Plus has been paid for such part of the shipment lost or damaged.

For international shipments - \$9.07 per pound multiplied by the number of pounds of that part of the shipment lost or damages (but not less than \$50.00 per shipment) plus the amount of any transportation charges for which Air Freight Plus has been paid for such part of the shipment lost or damaged.