

Central Transport Cargo Claim Filing Requirements

Documentation Requirements

1. Central Transport claim form (found at centraltransport.com) complete with the following:
 - Claimant name
 - Claimant address
 - Pro number
 - Claim amount
 - Weight of the affected product
 - Specify if claim is for shortage or damage
 - If the party filing the claim is not the Shipper or Consignee, the party that the claimant represents
2. Proof of paid freight charges
3. Verification of cost – If Shipper – Document of original cost (manufactures cost) ; If Consignee – Copy of original invoice
4. If claim value is over \$500 a freight inspection will be required, you will need to supply a copy of the inspection report with your claim (see below for details).
5. Evidence of product loss/damage (photos, etc).

Inspection Details

Freight inspections are required for damage claims over \$500. A *customer inspection* may be submitted for claims between \$500 and \$5,000. If sufficient information isn't furnished in a *customer inspection*, a *joint third party inspection* still may be necessary. A *joint third party inspection* is required for all claims over \$5,000.

In order to request/complete a freight inspection, you must complete a Damaged Freight Claim Inspection Form, which can be found at www.centraltransport.com. The completed form and pictures must be emailed to freightinspections@centraltransport.com, or faxed to Freight Inspections (fax# 586-819-0023.)

If a *customer inspection* is performed, please include a copy of the report with your claim. If a *joint third party inspection* is performed, please obtain a copy of the report from the inspection location and review it. Upon review, be sure the claimed items match that of the report. Once you have verified that you are claiming loss/damage based on the report you may submit your complete claim packet to the Claims Department.

Claim Forwarding Instructions

Claims Department email - claims@centraltransport.com

Claims Department fax # 586-467-1756

or Mail to

Central Transport
Attn: Cargo Claims Department
12225 Stephens RD
Warren, MI 48089

A Claim filed with the proper documents will expedite the finalization of the claim. A Claim filed with missing documentation will result in unwarranted delays. Please ensure all claims are filed complete in the original filing.