

PACE

AIR FREIGHT

3345 East Main St., Plainfield, IN 46168
(317) 839-6515 (317) 838-9353 fax

Freight Shortage & Damage Claim Form

Please provide as much information as possible to support your claim.

CLAIMANT COMPANY

Contact Person : _____

Phone : _____

Email : _____

Street : _____

City, State, Zip : _____

Carrier Freight Bill # : _____

Freight Bill Date : _____

Weight of Shipment : _____

Please include photos of any damages.

Submit photos to: claims@paceairfreight.com

THIS CLAIM IS FOR (CHECK ALL THAT APPLY)

Damage ☐

Coldchain ☐

Concealed Damage ☐

Dry ☐

Shortage ☐

Other ☐

AMOUNT CLAIMED

Full Value ☐

Repair ☐

Allowance ☐

SHIPPER INFO

Company Name: _____

Address: _____

City, State: _____

Zip Code: _____

CONSIGNEE INFO

Company Name: _____

Address: _____

City, State: _____

Zip Code: _____



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Pieces	Item #	Item Description, Model #, Serial #, etc.	Unit Cost	Amount Claimed
TOTAL AMOUNT CLAIMED				\$

Please attach the following documents in support of your claim
(in addition to photos):

Copy of Delivery Receipt



Vendor's Invoice



Inspection Report



Upon receipt of a claim, PACE Air Freight will promptly initiate an investigation and establish a CAPA, as required by PACE SOP 04-0102 Deviation & Customer Complaint Reporting

Prior to any settlement, PACE Air Freight will request applicable salvage rights. If salvage rights cannot be obtained through no fault of this carrier, it is likely that this claim will be denied.

PACE AIR FREIGHT Limits of Liability. Declared valuations agreed and understood. PACE AIR FREIGHT, Inc.'s liability limited to the actual damages sustained but in no event higher than \$.50/lb.(domestic freight), or whichever is less, unless a higher valuation is declared and charges paid thereon.

Preparer's Name (Print) _____ Preparer's Signature _____

Don't forget to save a copy for your records before sending.

Send to Pace

claims@paceairfreight.com