



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	_____

Check all that apply

This claim is for

<input type="checkbox"/> Damage	<input type="checkbox"/> Coldchain
<input type="checkbox"/> Concealed Damage	<input type="checkbox"/> Dry
<input type="checkbox"/> Shortatge	<input type="checkbox"/> Other

Amount Claimed

<input type="checkbox"/> Full Value
<input type="checkbox"/> Repair
<input type="checkbox"/> Allowance

Please include photos of any damages.
 Submit photos to: claims@paceairfreight.com

Shipper Info	
Company Name	_____
Address	_____
City, State, Zip	_____

Consignee Info	
Company Name	_____
Address	_____
City, State, Zip	_____

Pieces	Item #	Item Description, Including 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** _____



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Freight Shortage & Damage Claim Filing Instructions

**Please provide as much
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No claim will be accepted after nine (9) months from date of delivery.

In cases of Concealed Damage, PACE Air Freight must be notified, in writing, within fifteen (15) days of delivery or the claim will likely be denied.

In no case will this carrier accept responsibility for Economic Loss, Consequential Damages or Special Damages beyond the value of the goods that are the subject of a claim.

No claims for delay will be accepted.

The claim must be for a specified or determinable amount of money.

No suit may be filed after two (2) years from notice by carrier of disallowance of claim.

Carriers responsibility is limited to actual loss or injury to cargo (or property).

Please provide a copy of the Signed Delivery Receipt, Original Invoice, and pictures when filing this claim.

Prior to any settlement, all freight charges must be paid in full.

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

Please provide a letter of explanation if there are any Special Circumstances that we should know about while investigating this claim.

Proof of damage is required in order for PACE to acknowledge and investigate a damage claim.

Email completed PACE Air Freight claim form, supporting documents and pictures to:
claims@paceairfreight.com

PACE Air Freight will send an Acknowledgement of Claim when claim is received.

If you have any questions regarding your claim, you may contact PACE Air Freight Claims Department at: claims@paceairfreight.com

PACE AIR FREIGHT Limits of Liability

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