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MAINFREIGHT, INC. CLAIM PROCEDURES

Interclaims is Mainfreight's third party administrator for all cargo claims arising within the United States and as such, all claim submissions and resolutions are processed through this office.

We are sorry to learn of the loss experienced with your recent Mainfreight shipment and will make every reasonable effort to resolve your claim equitably and promptly.

GENERAL INFORMATION:

- All claims must be submitted within the specified time-frame outlined in the attached Claim Filing Policy.
- A claim will not be processed until all Mainfreight transportation charges have been paid. It is specifically prohibited for any claim amounts to be deducted from transportation charges.
- It is the claimant's duty to prove Mainfreight received the freight in good condition at origin and that damages or loss occurred while in Mainfreight's custody.
- All packing materials and any damaged merchandise must be retained and carefully maintained through claim investigation and resolution.
- Any claimant other than the beneficial owner of the goods that were shipped must provide proof that a claim has been paid to the beneficial owner of the goods, OR obtain written assignment of rights for claim settlement from the beneficial owner of the goods.

FILING A CLAIM:

- Complete the electronic claim form on Mainfreight's website, and submit:
 - o Identify the Mainfreight bill of lading number, claimant name and address. Do not submit more than one claim on each form.
 - o Specify a reason for claim.
 - o Determine the total packing pieces and/or individual units affected.
 - o Determine total affected weight only.
 - o Determine the dollar amount which accurately represents your loss and provide a calculation as to how the total claim amount was determined.
 - o Attach the required documentation to submit the claim: Bill of lading, commercial invoice, Mainfreight freight invoice.
- Collect all additional supporting documentation to establish your claim, including:
 - o A copy of the delivery receipt (if available)
 - o Repair and/or salvage information (Note: It is the claimant's legal duty to mitigate their loss and minimize the amount of a claim whenever possible)
 - o If repairs or salvage is not available a statement on company letterhead explaining why, is needed
 - o Once claim has been concluded, and if repairs/salvage are not attainable, a disposal receipt is needed
 - o Loss/Damage inspection report (if performed)
 - o All available photographs in color (please send via email only, do not fax)

CLAIM PROCESSING:

- A claim number will be automatically generated electronically and the claim will be assigned to a specific Interclaims agent.
- Interclaims acknowledges all claims within 48 hours, and will make every reasonable effort to resolve your claim within 30 days.
- Interclaims will pay, refuse payment, or make a firm compromise offer within 120 days after acknowledgment of a claim. If a claim cannot be resolved within this time period, Interclaims will inform you in writing of the reason for failure to conclude the claim each succeeding 30-day period thereafter.
- Claimant may check the ongoing status of their claim at www.interclaims.com by providing their claim number and access code. The access code is defined as the Mainfreight bill of lading number.

Note: It is the responsibility of the claimant to file a cargo claim within the specified time frame and to respond to any requests from Interclaims for supporting documentation. Your claim will not be processed until properly supported. The claim will then be concluded based on facts determined during investigation. Any delay in response to requests for additional information or documentation may result in delay of resolution of your claim or in the closing of your file.

Please contact Interclaims at (310) 410-8800, or email your claim agent directly for assistance with claim filing or any questions regarding the above-listed claim filing procedures.

MAINFREIGHT, INC. CLAIM FILING POLICY

Pursuant to Mainfreight, Inc.'s governing terms of carriage, a claim must be submitted within the following time frame(s) following delivery or intended delivery:

DOMESTIC SHIPMENTS: **ALL** claims (damage/ shortage/ non-delivery/ etc.) on domestic shipments must be filed within 30 days of delivery. However, a claimant legally has 9 months from the date of delivery to file a claim, when exception has been taken on the delivery receipt.

INTERNATIONAL AIR SHIPMENTS: **Damage** claims on international air shipments must be filed within 14 days of delivery (as required by law). **Delay** claims on international air shipments must be filed within 21 days of delivery (as required by law). **Non-Delivery** claims on international air shipments must be filed within 120 days of delivery (as required by law).

OCEAN SHIPMENTS: **ALL** claims (damage/ shortage/ non-delivery/ etc.) on ocean shipments must be filed within 1 year of delivery, when exception has been taken on the delivery receipt.

CONCEALED DAMAGES: **ALL** claims (concealed damage/ concealed shortage/ concealed pilferage/ etc.) must be filed within 7 days of delivery on domestic and international shipments, and within 3 days of delivery on ocean shipments, for claim consideration.

INSURANCE SHORTAGE AND DAMAGES: **ALL** concealed shortage and damage claims must be filed within 15 days of delivery on domestic and international shipments, for claim consideration.