



LTL Freight

Dear Customer,

As requested, please find the attached copy of the Saia LTL Freight claim forms. Please note claims can be filed either in writing or online. We do ask that you are as clear and detailed as possible when filing in writing so that all items are legible in order for us to insure the accuracy of your file. Also, this will allow us to communicate electronically when feasible. If you are interested in filing online, please visit [WWW.SAIA.COM](http://WWW.SAIA.COM) and if you need further instructions, please contact us as indicated below.

Most important items required for claim processing:

- The copy the original vendor's invoice which supports the value if the items shipped on the claimed freight bill.
- The copy of the weight documentation of the product claimed, such as a packing list or screen print showing the weight of item number.
- If any damages are repairable, please also submit a copy of the repair estimate and replacement parts invoice.
- If any damages are NOT repairable and there are no means to mitigate the claim, please submit photos to support the extent of damage and packaging along with a detailed explanation of the use of the product and why mitigation is not an option will be required.  
**ALL PRODUCT MUST BE HELD TILL CLAIM IS FINALIZED**
- Any additional information that may support your claim.

Your claim form and any supporting documents can be faxed to 985-857-2356, emailed to [claimimaging@saia.com](mailto:claimimaging@saia.com), or mailed to:

**Saia LTL Freight  
Attn: Cargo Claims Department  
P.O. Box A, Station 1  
Houma, LA 70363**

Any questions concerning claim file can be corresponded via e-mail at [claims@saia.com](mailto:claims@saia.com). When requesting status please be sure to reference Saia's claim or pro number in the e-mail; however, you may check claim status online by visiting [WWW.SAIA.COM](http://WWW.SAIA.COM).

Best regards,

Claims Department  
Saia LTL Freight  
Houma, LA  
1-800-950-7242 x 2300

**Saia LTL Freight \* P. O. Box A, Station 1\* Houma, LA 70363**

# STANDARD FORM FOR PRESENTATION FOR LOSS AND DAMAGE CLAIMS

*(Read instructions on cover letter and back before filing this Form. All \* are required areas and documentation)*

<b>Saia LTL Freight</b> (Name of Carrier) <b>P.O. Box A, Station 1</b> (Mailing Address) <b>Houma, LA 70363 Attn: CLAIMS DEPT.</b> (City, State)	<b>1-800-950-7242 ext. 2300</b> (Carrier Phone#) <b>(985) 857-2356</b> (Carrier Fax #) <a href="mailto:Claimimaging@saia.com">Claimimaging@saia.com</a> (Carrier Email Address)
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**Did you know you can file online and receive an instant claim number? Visit [WWW.SAIA.COM](http://WWW.SAIA.COM)**

*  (Pick up Carrier's Freight Bill No.)  (Shipper's Name)  (Name of Carrier Issuing Bill of Lading) * (Date of Bill of Lading) * (Point Shipped From)	*  (Delivering Carrier's Freight Bill No.)  (Consignee's Name)  (Name of Delivering Carrier)  (Date of Delivery)  (Final Destination)
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If shipment reconsigned en route, state particulars:  
 If shipment moved from warehousing/distribution point, indicate name of initial shipper and point of origin, and, if known name of prior carrier or carriers and prior billing :

**This claim for \*\$\_\_\_\_\_ is made against your company for  Damage  Short  Concealed \*\***

**SALVAGE** If your claim is filed for damage and mitigation through repair or allowance is not possible, please provide photos of product and packaging, the use of the product, and why mitigation is not an option. Also provide contact information for salvage pick up here. **CLAIMED MERCHANDISE (SALVAGE) MUST BE HELD UNTIL CLAIM IS FINALIZED.**

**Reason cannot mitigate:** \_\_\_\_\_

**SALVAGE/ INSPECTION CONTACT NAME:** \_\_\_\_\_ **PHONE (\_\_\_\_)\_\_\_\_\_ - \_\_\_\_\_**

**Location of damaged merchandise if different from last delivery location:** \_\_\_\_\_

**DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED**  
*(Number and description of articles, nature and extent of loss or damage, invoice price of articles, amount of claim, etc. ALL DISCOUNT and ALLOWANCES MUST BE SHOWN.)*

Qty: *	Unit price	Description: *	Total Weight LBS	Total Amount: *\$

<b>NMFC Item No. Of Commodity lost or damaged</b>	<b>Total weight/amount for ALL</b>	<b>LBS</b>	<b>*\$</b>
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- The following documents are submitted in support of this claim:
- |  |  |
|--|--|
| <input type="checkbox"/> Vendor's Invoice* (Original or certified copy or screen print if manufacturer)<br><input type="checkbox"/> Documentation to support weight of product* (packing slip or screen print)<br><input type="checkbox"/> Bill of Lading<br><input type="checkbox"/> Original paid freight bill, other carrier document-bearing notation of loss/damage if not shown on freight bill. | <input type="checkbox"/> Photos of product and original packaging to support damage<br><input type="checkbox"/> Shipper's/Consignee's concealed loss or damage form.<br><input type="checkbox"/> Replacement freight bill or replacement parts invoice.<br><input type="checkbox"/> Other particulars obtainable in proof of loss or damage claimed: |
|--|--|

(Note: The absence of any document called for in connection with this claim must be explained. When impossible for claimant to produce original bill of lading, or paid freight bill, a bond of indemnity must be given to protect carrier against duplicate claim support by original documents.)  
 The foregoing statement of facts is hereby certified as correct

**\*\* The following will be where correspondence and/or check will be sent. (Please fill out completely and write clearly)**

*
Claim Present by (Company Name)
*
Claimant's Correspondence Address
*
Claimant's City, State, Zip
Claimant's Company File Reference Number

*
Claimant's Contact Name
Date Filed
*
Claimant's Email Address
*
Claimant's Phone Number
Claimant's Fax Number
(REMIT ADDRESS IF DIFFERENT THAN CLAIMANT)

## NOTICE TO CLAIMANT

Claimants are requested to make use of this form (FCS-18) for filing claims with carriers. Claims may be filed with the carrier's agent either at the point of origin or destination of shipment, or direct with the Claim Department of the carrier, and will be considered property presented only when the information and documents called for on the other side of this form have, as far as possible, been supplied.

Before presenting a claim on account of loss and damage, the following important information respecting claims should be given careful consideration:

1. The terms under which property is accepted and transported by a carrier are stated on the bill of lading issued by the carrier; also in tariffs and classification issued or subscribed to by the carrier. Persons intending to file claims should before doing so, examine the terms and conditions under which the property was accepted and transported.
2. Carriers and their agents are bound by the provisions of law, and any deviation therefrom by the payment of claims before the facts and measure of legal liability are established will render them, as well as the claimant, liable to fines and penalties by law.
3. In order that carrier may have an opportunity to inspect goods and thereby properly verify claims, any loss or damage discovered after delivery should be reported to the agent of the delivering line, as far as possible, immediately upon discovery, or within forty-eight hours after receipt of goods by consignee. Concealed loss and damage claim should be supported by and "Inspection Report Form": (FCS-19) covering the joint inspection of the loss or damage by consignee and carrier's representative. Disposition of concealed loss and damage claims will be expedited by including "Consignee's Concealed Loss or Damage Form": (FCS-4) and "Shipper's Concealed Loss or Damage Form": (FCS-5) as supporting documents when claim is filed.
4. It is common practice for manufacturers and others to ship large quantities to key points for warehousing and later distribution to surrounding areas. In many instances, the original container is not opened and the contents examined before re-shipment to final destination. When this practice is followed, it is impossible to determine after delivery to final destination whether loss or damage of a concealed nature occurred before or after re-shipment. Consignee can usually expedite settlement by securing initial shipper's and warehouse's cooperation in supplying necessary billing reference so that shipment can be identified in handling with carriers rendering transportation to the distribution point.
5. Under the provisions of Part II of Interstate Commerce Act, it is unlawful for a carrier to charge or demand or collect or receive, any greater or less or different compensation for the transportation of property than the rates and charges named in tariffs lawfully on file. To refund or remit in any manner or by any device, any portion of the rates and charges so specified through the payment of fraudulent, fictitious or excessive claims for loss or damage to merchandise transported is as much a violation of law as is a direct concession or departure from the published rates and charges.

In this connection, attention is also called to the following important quotation from Section 222(c) of Part II of the Interstate Commerce Act:

"Any person, whether carrier, shipper, consignee, or broker, or any officer, employee, agent, or representative thereof, who shall knowingly offer, grant or give, or solicit, accept, or receive any rebate, concession, or discrimination in violation of any provision of this part, or who by means of any false statement or representation, or by the use of any false or fictitious bill, bill of lading, receipt, voucher, roll, account, claim, certificate, affidavit, deposition, lease, or bill of sale, or by any other means or device, shall knowingly and willfully assist, suffer, or permit any person or persons, natural or artificial, to obtain transportation of passengers or property subject to this part for less than the applicable rate, fare, or charge, or who shall knowingly and willfully by any such means or otherwise fraudulently seek evade or defeat regulation as in this part provided for motor carriers or brokers, shall be deemed guilty of a misdemeanor and upon conviction thereof be fined not more than \$500.00 for the first offense and not more than \$2000.00 for any subsequent offense."