



*“Solutions for the Long Haul”*

## **Freight Loss/Damage Liability & Procedure**

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4 Way Logistics, Inc. is a Transportation Broker licensed by the Federal Highway Administration, MC 328277.

Occasionally, carriers do lose or damage freight. In the event of loss or damage to our client's freight, we assist our clients with the claims process against the responsible carrier. As a Broker, we operate under provisions of 49 CFR Part 1045 which states a Broker has no legal liability for freight loss or damage.

All shipments coordinated by 4 Way Logistics, Inc. are covered from cargo loss or damage under limited liability provisions of the underlying carrier. Liability levels vary depending on commodity, invoice value, released value applications in the NMFC or special tariff rules of the carrier. Please make dispatcher aware of any special or high value shipments.

If there is a loss or damage on a shipment, please call us at 800-282-4990 immediately. We will need to know the approximate dollar value of the damage or loss to determine if an inspection must be made. Please do not move the freight, and if possible take pictures to substantiate the claim. We can assist you in filing the claim and will need the following documentation:

1. Copy of the Delivery Receipt (Proof of Delivery) with damage/shortage notations
2. Copy of Original Invoice for goods (to substantiate amount of loss)
3. An itemized accounting of loss/damage if not a complete loss
4. Any other information that may substantiate claim

When we have this information, we can file the claim on your behalf with the carrier. We will also send you a copy of the claim for your records. Please understand Federal Regulations require the carrier to acknowledge the claim within 30 days after the claim is filed, and make an offer to settle the claim within 120 days. We will assist you with this process.

Please feel free to call us with any questions you may have.

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