



Dear Claimant,

We regret that it is necessary for you to file a loss or damage freight claim. In order for your claim to be promptly processed, please remember these points:

- When loss or damage occurs in transit, any possible reimbursement can only be made if you file a proper claim within (9) nine months after delivery.
- **A proper Loss or Damage claim consists of:**
 - 1) a statement of the amount you seek in reimbursement (i.e. claim form)
 - 2) your copy of the carrier's freight bill
 - 3) **shipper's original invoice or legible copy showing all discounts and allowances. Your claim will not be accepted without it.**
 - 4) the shipper's original bill of lading or photocopy
- **Concealed Damage** – If damage is discovered after delivery, the delivering carrier must be notified within 15 days. This gives the carrier the option of scheduling an inspection. The claim must include an inspection report prepared by an independent service or yourself, unless the inspection is waived by the carrier.
- **Mitigation** – It is the responsibility of all parties involved in the shipment to make every effort to minimize the amount of the claim to the lowest possible amount. This can be accomplished by repairing the goods or selling them at a discount and requesting a reasonable allowance. This may aid in the prompt conclusion of the claim without further correspondence.
- **Conclusion** – Though most claims are concluded within a reasonable time, sometimes it becomes necessary for further investigation. The carrier is allowed up to 120 days after receipt of the claim to conclude the claim. If conclusion is not possible within that time, the carrier will notify the claimant.

We appreciate your patience during our investigation of your claim. Should you have any questions, please contact us at 1-651-636-8900. For your convenience, you may fax your completed claim forms to 1-651-636-2228.

Thank You.

The Lakeville Motor Express Claim Department

LAKEVILLE MOTOR EXPRESS, INC.

TIPS FOR FILING CLAIMS

Our goal is to be the claim free carrier of the future. With our constant claim prevention programs in place, we are always striving for perfection.

No ones like the unpleasant task of filing a claim for cargo loss and damage. Lakeville Motor Express wants to provide our customers with the information they will need and procedures to follow to allow our Claim Department to investigate and handle your claim promptly. These tips have been prepared to aid in the completion of a claim and will expedite the settlement of your claim.

Tips for filing a claim:

1. Always provide the PRO number. This will identify the shipment on which a loss or damage resulted.
2. File your claim as soon after delivery as possible. All claims must be filed within nine (9) months from the date of delivery in accordance with the Bill of Lading contractual agreement.
3. A claim must be filed for a specified dollar amount. That amount must also be supported with an original invoice or a photocopy. The invoice must be legible showing all discounts and allowances.
4. Repair charges must also be supported with invoices and a breakdown of the labor hours needed and rate per hour charged.
5. Damaged merchandise must be retained until the claim is settled. Lakeville may request to pick it up.
6. Freight claims are not a lien on the freight charges and may not be deducted from your remittance.
7. Claim information may be submitted to Lakeville Motor Express by:

Mailing to: Lakeville Motor Express P.O. Box 130280 Roseville, MN 55113-1119
Faxing to: (651)-636-2228 Attn: Claims Department
E-Mail to: claims@lakevillemotor.com