



# Loss/Damage Claims Form

Please review this entire form, including the preparation notes on page 3, and assemble all of the necessary documents to support your loss and/or damage claim.

After completing the first two pages of this form, the form and the accompanying documents should be printed and faxed to Cerasis, at (651) 365-8158, ATTN: CLAIMS DEPT. As an alternative, any claim documents, including this form, may be scanned and emailed to [claims@cerasis.com](mailto:claims@cerasis.com).

Date of Shipment

Original Cerasis BOL #

Carrier Name

Replacement BOL # and date, if applicable

Claim Type (please check all that apply, and enter details on the type of claim if 'other' is checked)

### Carrier Notification

- Shortage/Loss?
- Visible damage?
- Can damage be repaired?
- Concealed damage/shortage?  
*see page 3, Item #1*
- Other?

Carrier notified of possible claim?

Date of notification, if any

Inspection requested by carrier?

Weight of Damaged/Lost Product

Date of request, if any

Details of Why Product is a Total Loss

Notified terminal name, carrier contact name, and carrier contact phone number

### Additional Information

Where is the freight at present?

Dollar Amount of Claim \$

### Photographs

- Are photographs available?
- Can the photographs be emailed ?

### Accompanying Documentation (please check all documents that are attached)

- Copy of original Bill of Lading
- Copy of replacement Bill of Lading
- Inspection Report
- Repair invoice (**Required, if applicable**)
- Photographs
- Record of discounted sale
- Delivery receipt with notation of loss or damage by consignee and/or carrier
- Original Vendor Invoice (**Required**) (establishes what you paid or were charged for the goods)
- Description of loss or damage (including brochures, drawings, photographs, etc.)

## Preparer information

Preparer name

Preparer email

Date prepared

Preparer phone number

Preparer fax number

Please enter any additional information that might help in processing your claim.

\* Please allow at least four (4) weeks after submitting the Claim to Cerasis before requesting the status of the claim. Cerasis will update you as they hear from the Carrier, and if any additional information is requested.

\* As a reminder, Cerasis is filing the claim on your behalf, and is not responsible for the decisions made by the Carrier regarding the claim.

## Notes

1. *Concealed damage must be reported to the carrier within 5 days of the date of delivery.* If reported in that time frame, Cerasis has up to nine months to file the claim, but the sooner the claim is filed, the sooner it can be resolved. If the damage has not been reported within those fifteen days of the delivery date, the claim will more than likely be denied by the carrier. Per the National Motor Freight classification #300135, all concealed damage must be reported by the consignee to the delivering terminal. The average payment from all carriers if they agree to pay is a third of the product amount. Freight charges are not recoverable on a concealed damage claim.
2. For our customers' outbound shipments, freight charges must be listed as a separate line item on the product invoice for the carrier to reimburse them to Cerasis. Otherwise, the carriers presume the freight charges are included within the cost of the product. For our customers' inbound and drop shipments, it is not expected that freight charges will be listed on the invoice. Cerasis will work on your behalf to recover the freight charges for these shipments.
3. When photos are available of the damaged product, please email them to [claims@cerasis.com](mailto:claims@cerasis.com) with the bill of lading number as a reference.
4. When submitting a claim to Cerasis, the following documents must be provided for Cerasis to file the claim: the bill of lading, original vendor invoice and the repair bill (if applicable). If this documentation is not received, Cerasis is unable to submit the claim to the carrier. It is the preparer's responsibility to have the appropriate documentation. If you need additional time to prepare the claim form and gather the required documentation, please call or email the claims department and we will advise accordingly.
5. Carriers legally have thirty days to acknowledge the receipt of the claim. Once the acknowledgement is made, the carrier still requires more time to investigate the claim. Cerasis will typically request an update from the carrier approximately 3-4 weeks after the claim is acknowledged. Cerasis will provide updates to the preparer of this claim form based upon information received from the carrier.
6. Cerasis will send an email confirming that we have received your claim form. We will provide you with a claim number that you can use to track your claim through the Cerasis Rater, or by contacting the claims department.
7. Cerasis is unable to file the claim with the carrier if we are not the paying party for the freight charges.
8. It is much easier to recover replacement freight charges if you send out a replacement shipment on the same carrier that has damaged the product. The replacement may move free astray at the carrier's discretion) if the same carrier is used. Make sure that the special instructions on the bill of lading clearly states that this is a replacement shipment for the damage on the original pro number (please make sure the original pro number is referenced) and notify the pickup terminal that this is a replacement shipment. If the carrier chooses not to move the shipment free astray, these charges can be added to claim. If another carrier is used or if the replacement shipment is moved with guaranteed service, Cerasis cannot guarantee that you will be reimbursed the freight charges on the replacement shipment.
9. All products, packaging and pallets must be kept until the claim is resolved.
10. Because Cerasis cannot guarantee that the carrier will accept and pay a damage claim, do not withhold payment of the freight charges to Cerasis.
11. If the claim is approved by the carrier, they will contact you to schedule a salvage pickup of the damaged product. This must be done prior to final resolution and payment of the claim. Once the carrier has possession of the product, the claim has been approved by the carrier and Cerasis usually receives the check from the carrier within 3-4 weeks.
12. If you have a small dollar claim amount (under \$50.00) please call 800-734-5351 and ask for the claims department and we will advise you on how to proceed.

Note: all damaged product, packaging, *and* pallets must be held until the claim is resolved.