



CLAIMS PROCESS

All claims or notices of intent to claim must be filed in writing. They should be mailed, faxed, or emailed to:

ATTN: Claims
2800 Story Road W. Suite 100
Irving, TX 75038
Fax: 214.614.4573
E-mail: claims@shippgl.com

Claims must be supported by the following documents:

- A) PGL Claim Form B) Commercial Invoice showing value C) Repair Estimate/Salvage Value (if applicable)
D) Photos of Damage E) Packing List F) Copy of BOL where the goods were signed for short or damaged

1. When damage is concealed, notice must be given within 24 hours of receipt of shipment. When concealed damage is realized, we require the customer to immediately stop unpacking and notify us immediately to request an inspection. It is very important to discontinue unpacking, as well as, retaining all packaging for inspection. When an inspection report is completed, it does not substitute the written claim, nor does it indicate carrier liability.
A) Shipments are to be checked according to each carrier's BOL, as well as accompanied photos, not the shipper's packing slips. Carriers are not liable for goods said to be in any unopened or damaged container. If a shipper has agreed that the driver/carrier did not have an opportunity to count the number of packages and is thus not liable for shortages. If you want the driver/carrier to sign for the number cartons, it is the shipper's responsibility to ensure this occurs; you must communicate these instructions to your shipper and make the driver/carrier aware when he or she arrives to pick up your shipment. (Information sent via e-mail prior to pick up or delivery)
2. Claims must be filed promptly and are subject to legal time limits from the date of delivery. A claim filed for damage or partial shortage must be filed within 60 days, while a claim for the entire loss of a shipment must be filed within 6 months.
3. Damages and shortages must be explicitly noted on the carrier's receipt copy of the bill of lading or pro bill at time of delivery. Failure to do so makes it very difficult to find liability with the carrier.
4. If the shipment is on a customer's site when found with damages, it is not to be removed. A third-party insurance investigator will be sent to inspect the claim and the shipment in question. It will be their responsibility to determine fault and to assess the payout to the customer.
5. Claims generally take anywhere from 30-45 days to process, but exceptions to this can apply:
A) If the claim is urgent and must be expedited, all supporting information must be filed with the initial claims.
B) Checks are sent out every Friday via United States Postal Service (USPS).
6. Payment of Freight Bills: Receipt of the shipment by the consignee or the consignee's agent without notation of shortage, loss or damage will be prima facie evidence that the shipment was delivered in good condition. No claim will be processed by PGL until all transportation charges have been paid. Amounts of claims may not be deducted from the transportation charges.
7. Limits of Liability: Please note, liability on all domestic shipments shall be limited to the higher of \$50.00 per shipment or \$.50 per pound of cargo lost or damaged unless at the time of tender the shipper declares a higher value for insurance purposes.