

Email this form and all supporting documents to Claims@2DayTranspo.com

Please type or print clearly • One shipment per form

CLAIM DETAILS

DATE OF CLAIM

CLAIMANT'S REFERENCE NO.

CLAIM AMOUNT (\$)

This claim is made against 2 Day Transportation, Inc. in connection with the shipment described below, for:

☐ Damage ☐ Loss ☐ Shortage ☐ Non-Delivery

SHIPMENT INFORMATION

SHIPPER'S NAME

CONSIGNEE'S NAME

CARRIER FREIGHT BILL / PRO NO.

DATE OF BILL OF LADING

DELIVERY DATE

EXCEPTION / INSPECTION REPORT NO.

CONCEALED LOSS OR DAMAGE

Complete only if loss or damage was discovered after delivery

DATE DAMAGE DISCOVERED

DATE CARRIER NOTIFIED

DAMAGE NOTED ON DELIVERY RECEIPT?

☐ Yes ☐ No

ITEMIZED STATEMENT OF LOSS OR DAMAGE

Itemize each article, its weight (lbs), extent of loss or damage, and invoice price. Show all discounts and allowances. Carrier liability is limited by weight per Tariff TWDW-100, Item 600.

DESCRIPTION OF ARTICLES / EXTENT OF LOSS OR DAMAGE	WEIGHT (LBS)	AMOUNT
TOTAL WEIGHT & CLAIM AMOUNT		

SUPPORTING DOCUMENTS SUBMITTED

☐ Original Bill of Lading ☐ Inspection Report Form
☐ Original Invoice or Certified Copy ☐ Photos of Damage and Packaging
☐ Original Proof of Delivery (carrier document noting loss/damage) ☐ Other Documents

CLAIMANT INFORMATION

CLAIMANT'S NAME

CLAIMANT COMPANY NAME

EMAIL FOR CORRESPONDENCE

PHONE

SIGNATURE / TITLE

CLAIMANT'S STREET ADDRESS

A Bill of Lading is a contract for transportation, covering (1) performance of the contract and (2) payment for service.

This guide explains how to file a claim if loss or damage occurs. Where this guide conflicts with published Tariff TWDW-100, Item 650, the tariff governs.

1 What Is a Freight Claim?

A written demand for a specific, determinable amount of money, containing sufficient information to identify the shipment, filed within the time limits set by the Bill of Lading contract.

3 Who May Claim

The Shipper, Consignee, Broker, or Owner of the goods. Include the claimant's full name, address, and an email address to help us resolve the claim promptly.

5 Concealed Loss or Damage

Report concealed loss or damage within five (5) business days of delivery and request an inspection at that time. Before further unpacking or moving the freight, photograph the damaged items, inner and outer packaging, and shipping labels, and include the photos with your notice. Retain all merchandise and packaging in its post-discovery condition until inspected.

7 Burden of Proof

The claimant must show that the carrier received the freight in good condition at origin, that it was short or damaged at destination, and the dollar amount of the loss or damage. If the shipment was signed for without exception, the claimant must show the loss or damage occurred while in the carrier's possession. Notations such as "subject to inspection" or "STC" are not exceptions.

8 Freight Charges

Claims and freight charges are separate transactions. Payment of freight charges may not be delayed due to an alleged loss or damage claim, and a valid claim will not be paid until charges are paid in full.

10 Claim Status

Claims are acknowledged within thirty (30) days of receipt, and most are concluded within sixty (60) calendar days. By law, the carrier will pay, decline, or make a firm compromise offer within 120 days of receipt, or advise the claimant in writing of the claim's status at that time and every 60 days thereafter.

2 When & Where to File

File promptly once loss or damage is discovered — within nine (9) months of delivery, or within nine (9) months of a reasonable delivery time in the case of non-delivery. All claims, including this form and supporting documents, must be submitted by email to Claims@2DayTranspo.com.

4 Supporting Documents

Please include: Bill of Lading and/or Delivery Receipt (proof of shipment / loss); paid freight bill or signed statement confirming charges are paid in full; complete original invoice showing all discounts and allowances; photos of the damaged items and packaging; and, if applicable, a repair invoice with a breakdown of labor hours, rate, and materials. Also list the weight (in pounds) of each lost or damaged article on the claim form. Carrier liability is limited by weight under Tariff TWDW-100, Item 600, and the weight is needed to determine the maximum amount payable. Missing documents will not prevent a claim from being filed, but may affect the outcome of our investigation.

6 Inspection

Request an inspection through your local service center. Our inspector examines the damaged merchandise and shipping materials, and for shortages, checks contents against the invoice and weighs the container. The inspection report is a factual record — not a claim — and a copy is provided to the consignee. Filing the claim and supplying supporting documentation remains the claimant's responsibility.

9 Disposition of Damaged Freight

Retain all damaged goods and shipping materials until the claim is resolved or the carrier provides disposition instructions. Failure to retain freight and packaging for inspection may result in claim declination.

11 If a Claim Is Declined

Send a written rebuttal to the examiner who declined the claim, explaining why the decision should be reconsidered and including any new evidence or documentation. Always reference the assigned claim number.

12. Filing Checklist

Before you submit, be sure your claim includes:

- | | |
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| ✓ Dollar amount of the claim (\$40.00 minimum) | ✓ Claimant's name and address |
| ✓ Reason for claim (loss or damage) | ✓ Supporting documents attached |
| ✓ PRO number and date | ✓ Filed within 9 months of delivery |
| ✓ Description of each article claimed | ✓ Weight (lbs) of each article claimed |