



# LOSS AND DAMAGE CLAIM FORM

(Please email completed form & all supporting documents to claims@carpetlogistics.com)

\_\_\_\_\_  
(Name of Claimant)

\_\_\_\_\_  
(Name of Claimant's Company)

\_\_\_\_\_  
(Claimant's email address)

\_\_\_\_\_  
(Claimant's Phone Number)

\_\_\_\_\_  
(Today's date)

This claim for \$\_\_\_\_\_ is made against CCL for:

Damage

Loss

Other

*Please note: Claims can only be made for the value of the material that is damaged, not for the entire order.*

## SHIPMENT DETAILS

_____ (Shipper's Name)	_____ (Consignee's Name)
_____ (Shipper's Bill of Lading/ BOL Number)	_____ (Consignee's Address)
_____ (Shipper's Reference Number / Order Number)	_____ (Customer's Purchase Order Number)
_____ (Date of Bill of Lading)	_____ (Date of Delivery)

## PLEASE DESCRIBE IN DETAIL THE REASON FOR THE CLAIM

(INCLUDE THE QUANTITY OF THE DAMAGED MATERIAL IN SY OR SF AND THE CALCULATIONS FOR THE DOLLAR AMOUNT OF THE CLAIM)

ALL MANUFACTURERS DISCOUNTS & ALLOWANCES MUST BE SHOWN


The following documents are submitted in support of this claim:

Original bill of Lading

Signed proof of delivery

Original manufacturer's invoice showing value of material

Photos of damage

### Notes Regarding Freight Claims

- Claims can only be made for the value of the damaged materials. All undamaged portions of the material cannot be included in the claim amount.
- CCL liability for lost or damaged carpet, area rugs, or other freight carried by CCL or any other carrier at its request, is limited to a maximum of \$20 per square yard or the equivalent value.
- To receive the most favorable outcome, claims should be made within 7 days of the delivery date. Any claim made after 30 days of delivery will be automatically denied.
- For damage claims, a CCL representative must inspect the damaged material before a claim can be processed. The CCL claims specialist will coordinate the inspection after the claim form is submitted. Claims will automatically be denied if the materials are not available for inspection.
- Until the claim is processed and the responsible party is determined, CCL will not be responsible for the cost to replace the damaged or lost materials.

## INDEMNITY AGREEMENT

I understand and acknowledge that CCL is not responsible for any additional costs that may have resulted directly or indirectly from the material lost and/or damaged in transit. This includes, but is not limited to: labor costs, administration costs, liquidated damages, late fees, restocking fees, legal fees, job loss fees, loss of income, etc.

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)