

Standard Form for Presentation of Loss and Damage Claim

Mail

To: Old Dominion Freight Line, Inc
500 Old Dominion Way
Thomasville, NC 27360

Date: _____

FAX CLAIMS TO:
336-822-5494 or 336-822-5010

This claim for \$ _____ is made against your company for:

Shortage Noted Damage Concealed Damage Theft Other

Shipper: _____

Consignee: _____

Date of Bill of Lading: _____

Date of Delivery: _____

Pro or Waybill Number: _____

Claimant's Claim Number: _____

(not required)

Detailed Statement Showing How Amount of Claim is Determined

(Number and description of articles, nature and extent of loss or damage, invoice price of articles, amount of claim, etc. ALL DISCOUNT and ALLOWANCES MUST BE SHOWN)

Total Amount Claimed:	\$0.00

The following documents are submitted in support of this claim (if applicable):

Original Bill of Lading

Original vendor's invoice and/
or repair invoice

Original Delivery Receipt

Other supporting documents

Company Name: _____

Remit to (if different): _____

Attention: _____

Attention: _____

Mailing Address: _____

Mailing Address: _____

City/State/ZIP: _____

City/State/ZIP: _____

Signature: _____

Telephone: _____

Email: _____

Fax: _____

Please DO NOT fax photos! Please fax your form to the FAX number at the top right of this form. Photos may be mailed to the address above or emailed to Claims@odfl.com. Any questions, please contact the Claims Department at 800-825-6636 or Corporate Customer Service at 800-235-5569.

You have 9 months from the date of delivery to file a claim. Old Dominion has 30 days to acknowledge a claim in writing and 120 days to process. Please be patient during this time.

Claim Filing Instructions

1. Carriers have 30 days in which to acknowledge a claim.
2. Carriers have 120 days to process a claim to conclusion, by payment or denial.
3. Where loss and damage occurs in transit, we can reimburse you only if you FILE a proper CLAIM.
4. A proper claim consists of:
 - a. A statement of the amount you seek in reimbursement. (This may be on a standard claim form or in the form of a letter, or by your regular invoice.)
 - b. Your copy of the carrier's Freight Bill (referred to as Waybill).
 - c. The shipper's INVOICE or a certified copy of it.
5. A proper loss claim consists of:
 - a. All documents listed in # 4 above.
 - b. Original Bill of Lading.
6. Where concealed damage is concerned the claim must also include:
 - a. An INSPECTION REPORT prepared by the carrier's representative or an inspection prepared by the consignee on a form provided by the carrier.
7. If damage is found after delivery, request for inspection should be made to our local office in or nearest your city within 15 days after delivery. Should inspection not be performed within 48 hours, the request should be confirmed in WRITING for your protection in the event the inspection is never made.
8. An INSPECTION REPORT does not serve as a CLAIM. It is not an acknowledgment of liability of the carrier. You must comply with # 3.
9. In cases of CONCEALED DAMAGE, the burden of proving carrier responsibility rests with the claimant, by showing evidence that the damage had not occurred prior to acceptance of the freight by the carrier or after delivery by the carrier.
10. In the event of damage, it is the consignee's DUTY BY LAW to reduce the carrier's loss in any way possible. The permission is needed from the carrier to effect repairs, when possible, provided such action does reduce loss.
11. Quite often the loss or damage is the responsibility of our connecting carriers. By regulations, we can not pay such a claim until authority is secured from that connecting carrier. "Off-line" claims, therefore sometimes, take longer than "On-line" claims.
12. Please do not dispose of damaged merchandise until instructed by the carrier to do so.