

**SHIPPING LOSS & DAMAGE CLAIM SUBMITTED BY**

**Consignee (customer receiving item(s)) Name:**

**Claim Date:**

**Claim type: \_\_\_ Damage \_\_\_ Loss (please list lost item(s))**

**Consignee Address:**

**Consignee Phone number:**

**Tracking number:**

**Freight Company/carrier:**

**Date of delivery:**

**List of things needed to file a claim:**

1. Proof of damage – Photographs, etc.
2. Delivery receipt noted of damage and/or missing product
3. Invoice
4. Carrier’s inspection report (if any)
5. Repair Quotes (If requested)
6. Additional documents (statements, etc.)

**Please answer these questions:**

* 1. Were you able to inspect item(s) upon arrival?
	2. Did you reject the item?
	3. Were you given the option to reject the item?
	4. Were you able to note damage on the delivery receipt?
	5. Has the carrier been notified of the damages?
	6. Was the box damaged when it arrived?
	7. Was your damage concealed (Not visible prior to opening)?
	8. Are there dents in the product? If so, how many?
	9. Are there scratches? If so, how many?
	10. Are there minor scratches that paint can remedy?
	11. What remedy are you seeking?
	12. Did you receive tracking information and read our delivery/inspection requirements?



**Please provide as much information as possible to proceed with your claim. Do not file a claim directly with freight carrier; BajaRack will file for you. If you file, we will not be able to assist with replacement of any kind. Please keep the original box since you may have to return the item.**

Please make sure you submit this form and send to shipping@bajarack.com and sales@bajarack.com

**NOTE:** To expedite the handling of your claim, please include the above-mentioned documents as your claim **WILL NOT BE PROCESSED** until properly supported. Retain all damaged goods (including the original box) until the claim is concluded.

**DAMAGED SHIPMENTS:**

Consignee must inspect freight for damage or signs of damage or shortage. Damage/shortage should be noted at the time of delivery on the delivery receipt. It is the consignee’s responsibility to check the outside of boxes and packaging condition for dents, holes and tears, and note details of any exception, which will help in making the claim. The delivery receipt records the condition at the time of delivery, i.e., the freight was received in good order unless exceptions were noted. Please note that the consignee is not justified in using a damaged shipment. If only partial damage or loss occurs, the consignee should accept the shipment and determine whether the damaged freight can be repaired.

**CONCEALED DAMAGE:**

Concealed damage **MUST be reported within 3 business days of delivery** **to BajaRack** in written/electronic form. The consignee should unpack and inspect freight before calling BajaRack to report the damage. The concealed damage must be reported by the consignee, or customer, to BajaRack directly – not to the carrier unless directed by BajaRack.. The carrier may offer 1/3 value or decline claim.

**REQUESTING INSPECTIONS:**

If the declined cargo is damaged, an inspection may be required. The customer may need to make an appointment to allow for an inspection. An inspection report is not a claim.

**DISPOSITION OF DAMAGED FREIGHT:**

If the consignee refuses damaged freight, please notify BajaRack Adventure Equipment. BajaRack will contact the carrier and arrange replacement (if necessary) as soon as possible. Note: replacement may be delayed.

Damaged product that was accepted may need to be returned to BajaRack, the carrier, or be destroyed. Consignee agrees to cooperate in disposition during this process, including storage while process is completed. Please keep original box in case return is needed.

**SHIPMENT SHORTAGE/TRACING:**

If the consignee/customer feels part of the shipment is missing, the shortage must be noted on the delivery receipt at the time of delivery. BajaRack must be contacted as soon as shortage is noted.

The carrier will attempt to locate the shortage. Have the following information available: BOL/tracking number; names and addresses of the shipper and consignee; number of pieces; number of missing pieces; delivery date; any part number(s); and a complete description of the missing pieces. If missing item(s) are not located by the carrier, BajaRack will replace as soon as possible. Please note that there may be some delay before missing parts can be sent.

**STEPS TO TAKE PRIOR TO FREIGH T CLAIM (BajaRack to file claims):**

As soon as damage or shortage has been identified, please notify BajaRack with this claim form. If the damage is deemed minimal and can be repaired, such repairs need to be completed prior to filing the claim. If the damage is deemed a total loss and requires complete replacement, the replacement should be shipped with the same carrier in order to file for replacement freight expense.

**FREIGHT CHARGES: (Destination value/Origin Value)**

If the freight charges have been paid to the carrier and the freight is undelivered or damaged, Customer may be entitled to reimbursement. However, when a claim is filed based on the destination value of the goods, that value presumably includes the freight charges. If the claim is based on the origin value of goods then the freight charges may be added in the claim.

**CLAIM PROCESSING:**

BajaRack will submit the claim to the carrier for processing. Carriers will acknowledge a claim in writing within 30 days. BajaRack will provide the acknowledgement and claim number to you. You may obtain the claim status by phone, email or via the carrier website. Claims sometimes take up to 120 days to resolve.