

Instructions to Submit a Freight Claim

Matheson Fast Freight strives to prevent damage to all freight we ship. In the event you need to file a freight claim, do the following to expedite settlement of the claim:

1. **Download and fill out the claim form.**
 - Identify the shipment: origin, destination, date, pro-bill number.
 - Specify the reason for the claim: damage/shortage/other.
 - Describe the goods involved in the claim.
 - Specify the dollar amount being claimed.

2. **Collect all applicable documentation and forward.**
 - Original merchandise cost invoice - ALL PAGES.
 - Copy of carrier's document acknowledging loss or damage.
 - Consignee's copy of freight bill.
 - Carrier's delivery receipt.
 - Download and complete inspection report.
 - Original bill of lading.
 - Evidence of paid freight charges.
 - Indemnity agreement.
 - Repair bills.
 - Pictures or other evidence to support the claim.

3. **File your claim with Matheson Fast Freight.**
 - Address: P.O. Box 910, Elk Grove, CA, 95759
 - All claims will be acknowledged within 30 days of receipt and a claim number will be assigned.
 - Please refer to the claim number when corresponding.
 - Our company policy is to settle all claims within 60 days.
 - P.U.C. and I.C.C. regulations require that we pay, decline, or make a firm compromise offer of settlement within 120 days of receipt.