



Dear Customer:

At Alaska Traffic Company we are proud of our reputation for minimizing damage or loss to freight in transit. However, we realize that from time to time there will be damage or loss whether the fault of Alaska Traffic or the other carrier(s) that may be involved in the movement of your product. With this in mind, the following information is meant to assist all parties in reaching a solution as quickly as possible. These procedures are based on Federal Regulations related to the handling of freight claims for loss and damage.

It is the responsibility of the consignee, per Federal Regulations, to inspect their shipment upon receipt and note any discrepancies. Damage to freight that is visible at the time of delivery is referred to as **VISIBLE** damage. Damage that is not visible at the time of delivery is referred to as **CONCEALED** damage. Please do not sign a delivery receipt "subject to inspection" as this is not a valid notation and will not be considered when investigating the claim.

1. If your shipment is short or damaged upon receipt at your facility:

Write up very specific notations describing the damage or shortage on the delivery receipt at the time of delivery while the driver is still there and take pictures if possible. Then proceed as directed below.

2. If you discover your shipment is damaged after you open the packages:

Call Alaska Traffic at 1-800-888-3534 or 425-282-6610 and request a freight inspection. (Please tell us if the damage was **VISIBLE** or **CONCEALED**.) Depending on the value of the goods, we may choose to waive the inspection or we will arrange for someone to come to your location to inspect the goods. If we waive the inspection, we will fax you a copy of the waiver for your files.

As much as possible, leave the product intact and be certain to **retain all product and packaging material**; this is very important. **Do not destroy any packaging.**

Please do not make any repairs to damaged merchandise without prior written authorization from Alaska Traffic.

Once the inspection is complete or we have determined that the shortage will not clear, please complete a Claim for Loss or Damage and mail it with all supporting documentation to Alaska Traffic Company.

PLEASE NOTE THAT ALASKA TRAFFIC MUST BE NOTIFIED OF
CONCEALED DAMAGE WITHIN 5 DAYS OF DELIVERY.

ALSO, PLEASE LET US KNOW IF YOU EVER RECEIVE ANY GOODS THAT ARE NOT FOR
YOUR ACCOUNT.

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C O M P A N Y
A Subsidiary of United Warehouse Company



FREIGHT CLAIMS

In the event that you receive a shipment that is damaged or short, the following information may be helpful:

- Please fill out the standard claim form as completely as possible. Please call us should you require a blank claim form or have any questions.
- When completing the claim form, you are the claimant and Alaska Traffic is the carrier. **(Please file all claims with Alaska Traffic Company.)**
- The following supporting documentation should be attached to the claim:
 - An original or certified copy of the bill of lading
 - An original or certified copy of the invoice (from your vendor)
 - A copy of the paid freight bill
 - A copy of the delivery receipt
 - A copy of the inspection report if an inspection was done (or a copy of the waiver of inspection)
 - Any other particulars (such as photographs) which support the claim
- **Mail the completed form and attachments to:**
 - Alaska Traffic Company**
 - Attn: Claims Department**
 - P.O. Box 3837**
 - Seattle, WA 98124-3837**
- Please keep copies of everything for your records.
- Under current regulations, the claimant is required to mitigate the claim to the fullest extent possible. In other words, the claimant must reduce the cost of the claim in any way they can. For example, if a damaged item can be repaired, then it should be repaired and the claim is for the reasonable cost of repairs. If a damaged item can be discounted and sold, then the claim is for the difference between the amount it was sold for and the actual cost of the item. Repairing and discounting apply only if this results in less cost than replacing the goods.
- If items cannot be repaired and a claim is paid, the subject items become the property of the carrier paying the claim. Do not discard salvage without written release by the carrier.
- Invoices for freight charges related to shipments involved in a claim must be paid prior to concluding the claim.
- Alaska Traffic Company has 30 days from receipt of your claim to send you an acknowledgment or, in lieu of an acknowledgment, to conclude your claim.
- You are free to call, fax or write to us at anytime for an update as to the progress of your claim.

PLEASE NOTE THAT CLAIMS FOR LOSS OR DAMAGE MUST BE FILED WITHIN NINE MONTHS OF THE DELIVERY OF THE FREIGHT OR IN THE CASE OF SHORTAGE, WITHIN 9 MONTHS AFTER A REASONABLE TIME FOR DELIVERY HAS ELAPSED.