

## How To Submit A Claim

Please follow the steps below to submit a claim on the Freightcom system. Claims should only be submitted for missing or damaged shipments. If your shipment is missing, please ensure to start an investigation with customer service at [customercare@freightcom.com](mailto:customercare@freightcom.com) before submitting a claim.

- 1 Log-in at [www.freightcom.com](http://www.freightcom.com)
- 2 From the "Claims" tab, select "Submit New Claim" to arrive at the Claims dashboard. Use the "Search Shipments" function to search for your shipment by BOL or transit number.
- 3 Once your shipment details load, please select "Start Claim" on the right hand side of the screen.
- 4 Be sure to enter all details including the total value of the goods shipped, the value of the damaged or missing goods, a description of the goods and any relevant notes for the claim including a description of the damage. Once this information has been entered, click "Submit Claim" at the bottom.
- 5 Please upload a cost invoice for the missing or damaged goods, this would be the invoice showing the cost of the goods from the supplier or manufacturer, not the invoice for the sale between you and the receiver. Some carriers may also request a copy of the sales invoice during the claim processing period at their discretion.
- 6 For damage claims, please also upload pictures showing damage to both the packaging and to the goods.
- 7 If you have purchased Freightcom Insurance, you will also need to upload a statement of (non) repairability. This should be written on the letterhead of the manufacturer, supplier or a repair company stating whether or not the goods can be repaired. If they can be repaired, please include a repair estimate. If the goods cannot be repaired, please include a brief statement on why- for example: the repair estimate is higher than the cost to replace the goods, due to the nature of the goods the items cannot be repaired, etc. As the Freightcom customer if you produce the goods or re-sell them, this letter can be on your letterhead.

**Damaged merchandise and packaging must be held until the claim is finalized as per carrier policy.**