



## Standard Claim Procedure

1. All claims or intents to claim must be made in writing to Polaris Transportation Group attention OS&D.
2. The following documents must accompany the claim:
  - a) Original supplier's invoice showing the value of the shipment.
  - b) Copy of Original bill of lading signed at shippers.
  - c) Final proof of delivery.
  - d) Itemized invoice outlining loss or damage to the shipment.
  - e) Copy of original paid freight bill.

### Damages or Shortages

3. Damages or shortages must be explicitly noted on the proof of delivery when such delivery is made. The following notations are not acceptable and will not entitle you to file a claim:

- a) Subject to Inspection.
- b) Possible Shortage.
- c) Possible Damage.

4. Concealed Damage claims must be reported without delay to Polaris OS&D. When concealed damage is noted, stop unpacking, notify Polaris immediately and request an inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection by Polaris.

### 5. Time Limit for Filing Claim

- a) Damage claims must be filed within 60 days from delivery.
- b) Shortage claims must be filed:
  - i) Part of shipment lost - 60 days.
  - ii) Complete shipment lost - 9 months.

### 6. Valuation Clauses

a) **Polaris' liability is LIMITED TO \$2.00 / LB, UNLESS THE VALUE OF THE LOST OR DAMAGED FREIGHT IS STATED ON THE BILL OF LADING, AND ADDITIONAL INSURANCE HAS BEEN ARRANGED AT THE TIME THE ORDER WAS PLACED WITH POLARIS.**

b) When a declared value is shown, we are liable for an amount up to the value declared, providing proper invoices are supplied to verify this value.

c) Any shipment originating outside of Mexico with ultimate destination in Mexico, or originating in Mexico with ultimate destination outside Mexico, Polaris Transportation Group shall have no liability either for itself or for any Mexican Carrier involved in the move, for loss, damage or delay which occurs within Mexico, or while in the possession of the designated custom broker, freight forwarder, drayage company, or elected carrier, partner or agent

d) Claims less than \$100.00 will not be honored. Administrative costs and following up on such claims would normally exceed the amount of recovery for the customer. Carrier' position is that filing and processing such claim is not economically prudent for any of the parties.

7. A carrier is liable only for the value of the goods at time of shipping. A carrier is not liable for overhead expenses, lost profits, administration fees, etc.

8. Shipments must be checked according to the carrier's pro bill and/or the original shipper's bill of lading, not the packing slip.

9. Carriers are not liable for goods shipped at "Owner's Risk of Damages" or for goods not properly crated or packaged. This type of claim should be filed with your supplier.



10. Salvage on damaged goods must be retained by the customer for inspection. In the event a claim is paid the salvage will then be given to the carrier.

11. The failure of a claimant to act upon a written request for documentation, freight charge payment, claim amendment, salvage request or return a proof of loss statement within thirty (30) days from the date of written request will cause the claim to be denied and it shall not be reopened.