Ippolito Transportation - Freight Claim

May 2023

What is a Freight Claim?

A claim is a written request for compensation for lost or damaged goods while they were under the responsibility of the carrier.

At Ippolito Transportation Freight Claim is a formal request for compensation made by a shipper or consignee for compensation for damage, shortage or loss of goods that occurred during the shipping process. Consequential Damages are list as non-claimable.

What if there is Damaged or Missing Goods LTL?

All damages or shortages must be noted on the delivery receipt at time of delivery otherwise a consignee signature will constitute clear receipt and claims will not be accepted. The inscription "Subject to inspection" is not an indication of damage, see section on concealed damages. Freight Claim must be submitted with Ippolito Transportation Claim Form and documentation 2 months of delivery for damage and/or shortage. Any Claim submitted after the expiration will be declined.

What if there is Concealed Damage LTL/TL?

Concealed Damage must be reported to Ippolito Transportation Inc within 24 hours of the delivery, any reports after 24 hours will not be accepted. Send an email to LogisticsCoordinatorGroup@ippolitogroup.com advise.

Is there a deadline to submit a Claim?

Freight Claim must be submitted with Ippolito Transportation Claim Form and documentation 2 months of delivery for damage and/or shortage. Any claims for complete loss must be submitted within 9 months. Any Claim submitted after the expiration will be declined.

How much can I claim?

The Claim Amount is the value of the commodity that was damaged, missing or lost based off your supporting documentation and cost of shipping (based on paid invoice charges). If the commodity was able to be repaired, then value of cost to repair. And cost of freight that had been paid for that pallet(s) LTL or TL. Taxes are not applicable on claims since these do not represent the purchase of a property or a taxable service but rather a compensation.

If my Claim is approved, how will payout be determined?

When a Claim is processed and approved for payout the following shall apply:
A – Dollar amount based on value of the goods, and cost of transportation when applicable
B - Carrier liability, and cost of transportation when applicable

What is Carrier liability?
Carrier liability: Standard carrier liability for any loss or damage is limited to $2.00/lb on the total weight of the shipment unless a higher value is declared by the shipper on the bill of lading, to a max value of $25,000.00 – Canadian Funds. Any Bill of Lading missing weights of the pallet(s) and shipment shall be entered as a default 300 lbs per shipment. If the BOL has a higher declared value, the carrier has approved and added 4% surcharge over the base rate coverage of $2.00/lb, the carrier liability will be declared value on BOL, with a max value of $25,000 per shipment in Canadian Funds.

Scenario example A*
One skid of freight is damaged, the weigh is 500 lbs, and the value of the goods are $225.00. If Claim is approved the payout will be $225.00. This is based off value of the goods.

Scenario example B*
One skid of freight is damaged, the weigh is 500 lbs, and the value of the goods are $2,000.00. If Claim is approved the payout will be $1,000. This is based off carrier liability.

*Both of the above scenarios are example of generic demonstration purpose only.

What is the difference between liability and non-liability, when it comes to Claims?

In the context of Claims, liability and non-liability refer to whether the carrier is responsible for an incident that caused damage, shortage or loss of goods that occurred during the shipping process.

Liability means that the carrier is responsible for the incident that occurred and is legally obligated to compensate the affected party. For example, a skid is lost during transit.

Non-liability, on the other hand, means that the carrier is not responsible for the incident that occurred and is not legally obligated to compensate the affected party. For example: Reefer is set at 36F as Bill of Lading upon arrival the cargo is damaged based on temperature setting. During root cause analysis it is discovered the carrier was provided an inaccurate temperature request. In this example, the carrier is non-liable for compensation.

Where can I review Terms and Conditions?

Terms and Conditions are available online at: https://ippolitotransportation.com/terms-conditions

Do I need supporting documentation for my Claim?

Yes, the following documents must accompany the Claim:
a) Original supplier's invoice showing the value of the goods
b) Original bill of lading
c) Final proof of delivery

d) Copy of original paid freight bill

When application:
a) Copy of the email notification for concealed damage
b) Inspection Report
c) Repair Quote or Estimate
d) Images

Do I need to pay Ippolito Transportation invoice for the Claim I am submitting?

Yes. Transportation invoice must be paid prior to the payment of a claim. Deduction of freight claims from outstanding freight invoices is not allowed and could result in credit privileges being suspended. Claims will not be processed before full freight charges are paid. Cost of the transportation charges can be submitted with your claim, on top of amount for the commodity.

What is the processing time for a Claim?

Normal processing time is 30 days or less. The processing time for a claim can vary depending on several factors, such as the complexity of the claim, the type of claim or the amount of information required to process the claim. The main reason for delays is missing supporting documentation or invoice has not been paid. It is important to note that during the claims process, there may be additional requests for information or documentation, which can extend the processing time. Additionally, if there are any disputes or issues with the claim, it may take longer to reach a resolution.

If I have additional question, where can I send them?

Question(s) can be sent to claims@ippolitogroup.com