

Standard Form for Presentation of Loss and Damage Claim

Mail Old Dominion Freight Line, Inc
To: 500 Old Dominion Way
Thomasville, NC 27360

EMAIL CLAIMS TO:
Claims@odfl.com

Date: _____
Fax: 336-822-5494 or 336-822-5010

This claim for \$_____ is made against your company for:

☐ Shortage ☐ Noted Damage ☐ Concealed Damage ☐ Theft ☐ Other

Shipper: _____ Consignee: _____

Date of Bill of Lading: _____ Date of Delivery: _____

Pro or Waybill Number: _____ Claimant's Claim Number: _____

(if applicable)

Detailed Statement Showing How Amount of Claim is Determined

(Number and description of articles, nature and extent of loss or damage, invoice price of articles, amount of claim, etc. ALL DISCOUNT and ALLOWANCES MUST BE SHOWN)

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|------------------------------|--|
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| | |
| TOTAL AMOUNT CLAIMED: | |

The following documents are submitted in support of this claim (if applicable):

☐ Original Bill of Lading

☐ Original invoice of goods (REQUIRED) and repair or replacement invoice(s), if applicable

☐ Original Delivery Receipt

☐ Other supporting documents

Company Name: _____ Remit to (if different): _____

Attention: _____ Attention: _____

Mailing Address: _____ Mailing Address: _____

City/State/ZIP: _____ City/State/ZIP: _____

Telephone Number: _____ Signature: _____

FAX Number: _____ Email: _____

Please **DO NOT** fax photos! Please send your claim to the email address at the top of this form. Photos may be emailed or mailed to the address above. Any questions, please contact the Claims Department at 800-825-6636 or Corporate Customer Service at 800-235-5569

You have nine (9) months from the date of delivery to file a claim. Old Dominion has 30 days to acknowledge a claim in writing and 120 days to process. Please be patient during this time.

By submitting this claim, you acknowledge that the subject shipment above is governed by the terms and conditions of Old Dominion Freight Line, Inc.'s applicable tariff(s), available upon request and at www.odfl.com/tools/OD_Rules.html.

Claim Filing Instructions

Do not return this sheet with claim

1. Customers have nine (9) months from the date of delivery in which to file a claim.
2. Carriers have 30 days in which to acknowledge a claim.
3. Carriers have 120 days to process a claim to conclusion, by payment or denial.
4. A written request for payment asserting carrier liability for alleged loss or damage containing facts sufficient to identify the shipment will constitute a claim.
5. A proper claim consists of:
 - A statement of the amount you seek in reimbursement.
 - Your copy of the carrier's Freight Bill (referred to as Waybill).
 - The shipper's INVOICE or a certified copy of it.
6. A proper loss claim consists of:
 - All documents listed in #5 above.
 - Original Bill of Lading.
7. If damage is found after delivery, request for inspection should be made to our local office in or nearest your city within 5 business days after delivery. Original packaging MUST be available. Should inspection not be performed within five working days, the request should be confirmed in WRITING for your protection in the event the Inspection is never made.
8. An INSPECTION REPORT does not serve as a CLAIM. It is not an acknowledgment of liability of the carrier. You must comply with #4.
9. In cases of CONCEALED DAMAGE, the burden of proving carrier responsibility rests with the claimant, by showing evidence that the damage did not occur prior to acceptance of the freight by the carrier or after delivery by the carrier.
10. In the event of damage, it is the consignee's responsibility to reduce the carrier's loss in any way possible. The permission is needed from the carrier to effect repairs, when possible, provided such action does reduce loss.
11. Quite often the loss or damage is the responsibility of our connecting carriers. By regulations, we cannot pay such a claim until authority is secured from that connecting carrier.
12. Please do not dispose of damaged merchandise until claim has been concluded.