



## CARGO LOSS/DAMAGE CLAIM PROCEDURES

Dear Valued Customer:

We regret that you encountered a loss or damage claim with your shipment. This letter will explain our claim procedure so that we can file the claim on your behalf with the carrier involved in handling your shipment.

1. In order to file your claim we will require a detailed "Statement of Claim" on your company letterhead. The letter should include the following information:
  - A detailed description of the commodity shipped, the number of pieces lost or damaged, and the weight of each piece in pounds.
  - If the entire shipment was lost, state when delivery was expected, the total number missing and weight
  - If the shipment was damaged, state which particular items were damaged, the piece count and weight
  - If part of the shipment was lost, state which items were not delivered, the piece count and weight
  - If the delivery receipt was signed clean, state the reason for delay in reporting the damage
  - If damage was concealed, state when and how damages were discovered
  - State total value of claim
  - State whether the goods can be repaired, replaced or salvaged
  - Report any steps that you have taken to mitigate your damages.
  
2. Please submit your "Statement of Claim" to our office with copies of the following documents:
  - Commercial invoices for entire shipment
  - Packing list for entire shipment
  - Survey report or Photographs
  - Repair Bill or Repair Estimate
  - Delivery Receipts with Exceptions

Please mail or email your "Statement of Claim" and supporting documentation within ten (10) days of this letter to:

Swan Transportation Services, Ltd.  
ATTN: Rebecca Micheaux  
722 WSW Loop 323, Suite 200  
Tyler, TX 75701

OR

Email: [beckym@swantrans.com](mailto:beckym@swantrans.com)  
[Brittany@swantrans.com](mailto:Brittany@swantrans.com)

Upon receipt of your "Statement of Claim" and supporting documentation, we will acknowledge your claim via mail or email and will notify you when we receive information from the carrier regarding your claim.