

Vork Motor Transport Inc. / JGS Transportation Inc.

Freight Claims: Policies & Procedures

I. Freight Claim Policies

1. Limitations of Liability

Carrier liability may be limited by terms and conditions of the Bill of Lading, Classifications, or Tariffs.

2. Time Limitations for Filing Claims

Notice of Intent to Claim must be filed in writing within sixty (60) days from the date of delivery of the goods, or in the case of non-delivery within nine (9) months from the date of shipment. The final claim must then be filed within nine (9) months from the date of shipment.

3. Maximum Liability & Declared Value of Shipment

Bill of Lading conditions allow the consignor an opportunity to declare the value of merchandise at the time of shipment. Failure to do so maximizes the carrier's liability for any loss or damage at \$0.10 per cwt. The standard release value the carrier shall be liable for is \$0.10 cwt unless noted otherwise on the bill of lading at time of pick up. When notation made otherwise on bill of lading then additional charges will apply (as stated in Vork 500 General Rules Tariff). Shippers should be aware a declared value exceeding \$0.10 per cwt will result in a surcharge being applied in accordance with the Vork Motor Transport Inc. Vork 500 General Rules Tariff.

4. Mitigation of Loss & Salvage

In the event of loss or damage, it is the claimant's duty to submit the lowest possible claim cost. Should it become necessary to claim the full value of merchandise concerned, all damaged or distressed material should be retained until claim settlement is achieved. This allows the carrier the right to recovery of goods for salvage purposes, if deemed appropriate. The claimant may also choose to control disposition of damaged goods, by allowing a reasonable credit in lieu of salvage.

5. Cargo Inspections

An inspection report does not constitute an admission of liability, filing of Notice of Intent to Claim, or filing of Claim. Concealed damages must be reported immediately to the nearest Vork branch. Stop unpacking the goods and keep all packaging materials for the inspector.

6. Delivery Receipt Signatures

Damages or shortages must be explicitly noted and identified on the carrier's receipt copy of the freight bill at time of delivery. Notations such as "Subject to Inspection", "Cartons Crushed", "Possible Damage", "Possible Shortage" do not constitute a proper damage or shortage signature, and do not entitle you to file a loss/damage claim.

7. Packaging

All product must be well packaged or crated to handle the normal rigors of transportation. All goods should be properly marked to show destination and delivery address.

8. Claim Investigation & Handling

All claims are processed through our corporate office. Upon receipt of your claim, an acknowledgement will be mailed identifying the file number assigned, and requesting submission of any required documentation not received with the claim. Every effort will be made to complete the claim investigation with the least possible delay. We ask you to appreciate, however, some investigations can be time consuming. We do endeavor to keep our customers informed of a file's progress, with final disposition achieved through settlement or written advice of the carrier's position.

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II. Freight Claim Procedures: How to make a claim

1. Claim Forms

Special claim forms are required. All claims must be submitted in writing.

2. Claim Submission

Presentation of a well-documented claim greatly assists in the prompt disposition of the claim. Typically, the following documentation is required in order to process the claim:

- original or certified copy of the bill of lading
- original or certified copy of the paid freight bill
- the consignee's copy of the delivery freight bill (proof of delivery)
- itemized statement, detailing how the amount of loss claimed has been calculated
- the original or certified copy of the invoice for the merchandise claimed
- invoice for repair parts and labor (if applicable)
- inspection report (if applicable)

Claims may be presented to Vork Motor Transport, Inc. / JGS Transportation Inc., located at:

Vork Motor Transport, Inc./ JGS Transportation Inc.
711 Business Parkway
Carlisle, OH 45005
Attn: Freight Claims