



Claims Frequently Asked Questions

Who can file a Claim?

Only the shipper, the consignee, or a third party to the shipment may file a claim. The file will be opened under whichever party is first to submit the claim request.

Which carrier do I file a Claim with?

You must file your claim with the origin or destination carrier or with the carrier on whose line the shortage or damage occurred.

What is the time limit to file a claim?

Notice of Intent to claim must be filed in writing within sixty (60) days from the date of delivery of the goods; this is for non-delivery shipment also.

What is Assure Shipping liable for?

Assure Shipping shall not be liable for loss or damage to a shipment unless there is proof of carrier negligence causing loss or damage. This liability of Assure Shipping is limited to the lesser amount of either:

1. The value of the goods.
2. The cost of repairs, including replacement parts and labor. There is a maximum liability on labor rates to repair goods of \$65/hr.

What is the Assure Shipping policy regarding concealed loss or damage?

Assure Shipping does not pay claims associated with concealed loss or damage.

What Documents are required to file a claim?

Detailed claim form, including the invoice/pro number, indicating the party that is filing the claim, the reasons for the claim and how the amount claimed was determined.

- Copy of the bill of lading
- Copy of the signed delivery receipt with noted shortage or damage.
- Copy of the supplier's invoice or proof of manufacturing cost to establish the value of the shipment.
- Copy of the invoice for repair parts and labor (if applicable).
- Copy of the inspection report (if applicable).
- Pictures (if applicable).

Assure Shipping requires all of the above information to complete the claims process. If the submitted claim does not include all of the above information, Assure Shipping will make one request in writing for the missing information. Once this request has been issued, you will have 30 days to submit the necessary records or the claim will be considered closed.

How do I file a claim?

To file a claim with Assure Shipping, you can send registered mail to:

Assure Shipping LLC.
9462 Stevens Ave So.
Bloomington, Mn 55420