

## **How to Submit a Cargo Claim With DATS Trucking, Inc.**

### **Time Limits**

The bill of lading contract specifies that the claim must be received by the carrier within 9 months after the delivery of property or, in the case of non-delivery, within 9 months after a reasonable time for delivery has elapsed.

### **Filing the Claim**

Only the shipper, the consignee, or a third party that has claim or title to the freight may file a claim. You must file your claim with the origin or destination carrier or with the carrier on whose line the loss or damage occurred, if known.

To file a claim with DATS Trucking, please mail your completed claim to:  
DATS Trucking, Inc.  
P.O. Box 910550  
St. George, UT 84791-0550

### **Documentation Requirements**

The following documentation is required for your claim to be processed:

- A claim statement showing the merchandise that was lost or damaged and how the amount of the claim was determined. The statement can be filed on the "Standard Form for Presentation of Loss and Damage Claim". This form can be obtained from your local DATS office or by calling (435) 673-1886 and one will be mailed to you.
- A bill of lading or consignee's copy of the delivery receipt showing that DATS Trucking transported the freight. A copy of the bill of lading must be provided if the DATS PRO number (shown on the delivery receipt) is not known.
- A delivery receipt with the loss or damage noted on it or a copy of the DATS Trucking Inspection Report as evidence of loss or damage.
- An invoice or other document establishing your cost for the lost or damaged freight or an invoice for repairs made to restore the merchandise to its original condition.
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The following documents by themselves are not sufficient for a claim.

- \* Bad order reports
- \* Appraisal reports or repair estimates
- \* Notations of exceptions on delivery receipts
- \* Inspection Reports or requests
- \* Proof of delivery requests.

### **How DATS Will Handle Your Claim**

Once your claim has been received DATS Trucking will acknowledge it within 30 days. If the proper documentation was not sent with the claim, a request will be made at that time for you to provide the additional documentation needed to process your claim.

DATS Trucking will attempt to settle your claim within 60 days.

Investigation of some claims may take longer. If your claim cannot be settled within 120 days, DATS will notify you what needs to be done to conclude your claim. Failure to provide the necessary documentation required can lead to the declination of your claim for lack of proof.

DATS Trucking may refer your claim to other carriers if they were involved in the transport of the shipment. You will be notified if this is done. It generally takes longer to investigate a claim where more than one carrier is involved than it does if DATS Trucking is the only carrier involved.

We ask your understanding if a delay occurs in the settling of your claim. You may request a status and update on your claim by calling us at (435) 673-1886 and asking for the claims department or you may write us concerning the status of your claim:

DATS Trucking, Inc.  
Attn: Cargo Claims  
P.O. Box 910550  
St. George, UT 84791-0550

***Please include the DATS PRO and/or the DATS claim number in all correspondence.***