

ACCELERATED GLOBAL LOGISTICS, LLC.

To our Valued Customers:

In an effort to ensure we are assisting in the best ways possible, we have enclosed our Air and Ocean Cargo Claim Policy and Procedures for your reference.

Accelerated Global Logistics, LLC. is committed to promoting the business growth of its customers. This commitment goes beyond the professional services of handling your cargo. We assure all our customers that every effort and attention will be given in the processing of your cargo claims.

Accelerated Global Logistics, LLC. acts only as an agent of the carrier and shall assist in facilitating and expediting the process for an early conclusion of any claim. However, the outcome of any conclusions to a claim rests solely with the carriers. Therefore, Accelerated Global Logistics, LLC. may not be held liable for any damage shortage and/or loss incurred arising from mishandling and/or delay of the cargo due to carrier negligence.

Accelerated Global Logistics, LLC. hereby clarifies that carriers consider freight payments and claim settlements to be separate and independent from one another. Carriers must be paid in due time even if a particular shipment has a pending claim. We must, therefore, abide by the carrier's policy and request that our customers likewise pay all their freight charges within terms and without discount of any claim amounts.

Accelerated Global Logistics, LLC. may arrange, on request, additional insurance coverage.

Please acknowledge that you have read and understand our cargo claim policy by signing at the bottom of this letter and return to our office at your earliest convenience.

Company Name

Signature

Print name and title

Date

Thank you again from your continued support. For any questions or comments related to claim issues please contact us at 206-306-3205.

Sincerely Yours,

Accelerated Global Logistics, LLC.