

# ACCELERATED GLOBAL LOGISTICS, LLC.

IAC# WE1308008

---

## CARGO CLAIM PROCEDURES FOR AIR SHIPMENTS

The following guidelines outline the proper procedure in filing claims:

- Advise Accelerated Global Logistics LLC, within 24 hours of cargo's arrival at destination and acceptance of shipment from the airline. Notification of claims must be made in writing, fax or e-mail acceptable. Notification of a claim later than 7 days from the date of departure is considered too late by the carriers and cannot be considered.
- If a high temperature is detected, notice of acceptance temperature should be made on the AWB before accepting cargo.
- Airlines require product to be packed to withstand 72 hours of transit. Technically, they can refuse claims at that time.
- Unless shipped as "PRIORITY" (Higher rates), airlines reserve the right to bump cargo. Some carriers do not bump perishable cargo and some do on a regular basis.
- All freight charges must be paid within normal terms without deductions made due to claims. Claim payments will be made only when your account is current and within agreed upon terms, those are the rules of the Airlines.
- We understand that Accelerated Global Logistics, LLC. acts solely as an agent for the carriers and may not be held liable for any damage, shortage and/or loss incurred arising from mishandling and/or delay of cargo due to carrier negligence. Of course, we stand behind any problems due to our negligence.
- Once Accelerated Global Logistics, LLC. has received a claim notification, we will notify the carrier and issue a letter to the shipper. This letter will state the additional information we require to process the claim. If we do not receive all the documentation requested within 30 days from the date of the letter, Universal Freight Forwarders, Ltd. will consider the claim closed and will not further pursue settlement from the carrier.
- We agree to notify Accelerated Global Logistics, LLC. if we are also filing a claim against our insurance carrier.

### Acknowledged:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Date

18290 Andover Park West, Suite B  
Seattle, WA 98188 USA

Tel: 206.418.6713  
Tel: 206.306.3205  
Fax: 206-892.9735