



**INNOVATIVE TRANSPORT SOLUTIONS**

1151 N. Wood Dale Road

Wood Dale, IL 60191

**CLAIM FILING INSTRUCTIONS**

1. All claims for Loss/Damage must be filed with this carrier within 180 days after delivery based on the Terms and Conditions of the invoice.
2. In cases of Concealed Damage, Innovative Transport Solutions, LLC must be notified in writing within fifteen (15) days of delivery or the claim will likely be declined.
3. Attach a letter of explanation if there are any Special Circumstances we should know about.
4. Please provide a copy of the Signed Delivery Receipt, Vendor Invoice, Commercial Invoices for repairs or replacements, and pictures when filing claim. Also, please include an Inspection Report. When sending pictures, please send them via postal or email them to [claims@innovativetransportsolutions.com](mailto:claims@innovativetransportsolutions.com).
5. Innovative Transport Solutions, LLC will send an Acknowledgement of Claim via email.
6. In no case will this carrier accept responsibility for Consequential Damages or Special Damages beyond the value of the goods that are the subject of a claim.
7. Prior to any settlement, Innovative Transport Solutions, LLC will request applicable salvage rights. If salvage rights cannot be obtained through no fault of this carrier, this claim will likely be declined.
8. Prior to any settlement, all freight charges must be paid in full. Include any applicable freight charges in your claim presentation. The amount of claim may not be deducted from transportation charges.
9. If you have any questions regarding your claim, you may contact Innovative Transport Solutions, LLC Claims Department at (630) 350-2402.

Upon completion of form, email to [claims@innovativetransportsolutions.com](mailto:claims@innovativetransportsolutions.com) or mail to:

**Innovative Transport Solutions, LLC**

**Attn: Claims**

**1151 N Wood Dale Rd**

**Wood Dale, IL 60191**

# Innovative Transport Solutions, LLC Customer Cargo Claim Form

Innovative Transport Solutions, LLC  
 1151 N Wood Dale Rd. - Wood Dale, IL 60191  
 (630) 350-2402

<b>Date Filed:</b>		
<b>Claimant Company Name</b>		
Contact Name		
Address		
City	State	Zip
Phone Number (     )		
<b>Innovative Transport Solutions, LLC Claim Number</b>		
Please refer to this Number in all Correspondence		

**This claim is for:**

- Damage
- Shortage
- Concealed Damage
- Non delivery

\* Prior to any settlement, Innovative Transport Solutions, LLC will request applicable salvage rights. If salvage rights cannot be obtained through no fault of this carrier, this claim will likely be declined.

\* Please attach a letter of explanation if there are any Special Circumstances we should know about. If available, please include photos. **DO NOT** send photos via fax. Photos can be sent via postal mail or email: [claims@innovativetransportsolutions.com](mailto:claims@innovativetransportsolutions.com)

Innovative BOL#	BOL Date	Weight of Shipment

Shipper	Consignee
Company Name	Company Name
Address	Address
City                      State              Zip	City                      State              Zip

<b>Amount Claimed</b>
<b>Check one:</b>
<input type="checkbox"/> Repair
<input type="checkbox"/> Allowance

Pieces	NMFC Item #	Physical Description of Article, Including Model Number, Etc.		
<b>Total Amount Claimed</b>			<b>\$</b>	

Please Attach the Following Documents In Support of Your Claim:	Investigation of Claims
<ol style="list-style-type: none"> <li>1. Copy of delivery receipt.</li> <li>2. <input checked="" type="checkbox"/> <b>Vendor's invoice.</b></li> <li>3. Invoice covering repairs and/ or parts replaced.</li> <li>4. Inspection report.</li> </ol>	<ol style="list-style-type: none"> <li>a) Upon receipt of a claim, whether written or otherwise, the processing carrier shall promptly initiate an investigation and establish a file.</li> <li>b) In the event the carrier processing the claim requires information or documentation in addition to that submitted with this claim, the carrier shall notify the claimant and request the information required. This includes notifying the claimant that a written claim must be filed before the carrier becomes subject to the time limits for setting such a claim.</li> </ol>

**Note:** In the case of non delivery or shortage, the claim shall include a signed statement from the consignee certifying the goods claimed short has not been received from any source, and further, notification will be given to the carrier to whom this claim was presented in the event said goods are received in the future. The claimant certifies the foregoing to be correct and agrees to indemnify the carrier against loss in the event the original bill of lading and/or original freight bill are not submitted.

**ABOVE MUST BE COMPLETED:**

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Preparer's Name (Print)
Signature of Preparer