



INSTRUCTIONS FOR FILING A CLAIM FOR LOSS OR DAMAGE

It is our goal to handle your cargo in such a manner that a claim will never need to be filed. However, if despite our high standards and careful handling of your cargo, a loss or damage occurs in transit, following the guidelines below will ensure that the processing of your claim is prompt and efficient.

GUIDELINES TO FILING A CLAIM:

1. **VISIBLE LOSS/DAMAGE** to goods must be noted clearly and concisely on the delivery receipt at the time of the delivery. Noted means a detailed description of the loss or damage. Do not use general or generic terms in the description, as they do not provide acceptable support for your claim.
2. **CONCEALED LOSS/DAMAGE** to goods must be reported immediately or no later than (7) days from the receipt of the goods. If the shipment is accepted without noting any damage or loss, AFC/RLGL will assume the shipment was delivered in good condition. For us to process a claim, you must make the shipping cartons and packing available for inspection. A written claim must be submitted within (14) days from the receipt of the goods.
3. A claim for **NON-DELIVERY OF GOODS** must be submitted within (120) days from the date of the waybill or after a reasonable time for delivery has elapsed.

A written claim must be submitted within (9) months from the receipt of the goods for ground shipments or (60) days after the date of acceptance for domestic air shipments.

To file a claim with AFC Worldwide Express, fax or mail your claim to:

AFC Worldwide Express dba R+L Global Logistics
Attn: Claims Department
P. O. Box 965549
Marietta, GA 30066

(678) 354-1131 Fax

LIMITATIONS OF LIABILITY

Our liability is limited to the lesser of your actual damages or \$50, unless you have declared a higher value and have paid an additional charge, and have documented your actual loss in a timely manner. The declared value does not constitute cargo insurance.

AFC Worldwide Express dba R+L Global Logistics is not responsible for loss or damage caused by events we cannot control, including but not limited to acts of God, perils of the air, weather conditions, acts of public enemies, war, weapons of explosion, strikes, riots, civil commotions, terrorists acts, or acts of public or local authorities with actual or apparent authority.

HOW YOUR CLAIM WILL BE PROCESSED:

Once your claim is received, we will diligently work to settle your claim as fairly and quickly as possible. AFC/RLGL will assign a claim number and acknowledge your claim within (30) days. We will pay, deny payment, or make a settlement offer within (120) days after the receipt of your claim. If a resolution cannot be made within (120) days, we will inform you at (60) day intervals of the claim status until which time the claim is settled.

Please contact the AFC Worldwide Express dba R+L Global Logistics Claims Department at 770-919-0400 for assistance in determining the status of your claim.