

NDLI Freight Claims Procedures

Types of Freight Claims

- **Lost Freight** – Occurs when cargo is “lost” in transit. Please note that this refers to an entire shipment (as opposed to a potentially missing piece within a shipment).
- **Damaged Freight** – Occurs when cargo is “damaged” in transit. Please note that cargo must be suitably packaged for transport and free from manufacturer defects in order to be reimbursed for damaged cargo.
- **Uncollected CODs** – Occurs when correctly entered COD invoices are not properly collected and returned to the shipper.

Claim Filing Procedures

- Complete the Claims Form online in cNLS and print a copy of the completed document.
- Print copies of the original invoice (will need to include “Dealer Cost”), as well as any other supporting documentation relevant to the freight claim (i.e. Return Forms, signed Pickup manifest, etc.).
- Scan the claim packet (comprised of the claim form and associated back up) and email to: NDLIclaims@ndlilogistics.com
- Please note that all freight claims must be filed within 15 days of the actual ship date in order to be considered valid.

NDLI Claims Processing Procedure

- Once the claim packet is received, NDLI is committed to the timely response of all claims.
- Each claim will be fully investigated and the results determined by the NDLI Claims Council (comprised of individuals in Operations, Sales and Corporate functions).
- All claim decisions will be based on the mutually agreed upon terms and conditions of the Claims Policy.
- The customer will receive a copy of the completed investigation for their records.

Limits of Liability (NDLI cannot accept liability on the following)

- **Clear POD** – Occurs when a valid customer signature is taken at the time of delivery and no damage is notated. Valid signatures include those taken on the delivery scanner, as well as a signed delivery manifest.
- **Used Goods** – NDLI cannot accept liability for used goods, as we cannot properly determine its value or condition prior to the time the goods are tended.
- **Manufacturer Defect** – Damage caused during the manufacturing process
- **Concealed Damage** – Damage to the cargo that is inconsistent with correlating packaging damages.
- **Damaged Returns** – NDLI does not have an ability to inspect parts prior to picking up the cargo and therefore cannot be liable for damages in this instance.
- **Unsecured Deliveries** – NDLI provides this value add service for many customers, but cannot be held liable for the cargo. This is due to an unclear chain of custody and the inability to validate the controlled access to such cargo.
- **Piece Count Discrepancies** – NDLI cannot be liable for cargo that is clearly not in our possession. The chain of custody transfers with either a scan or signed manifest at the time of pickup.