

**CFC Educational
CFC Healthcare
Claim Filing Instructions**

Do not return this sheet with claim

1. Customers have thirty (30) days from the date of delivery in which to file a claim.
2. Claims may take up to 120 days to process to conclusion, by payment or denial.
3. A written request for payment asserting carrier liability for alleged loss or damage containing facts sufficient to identify the shipment will constitute a claim.
4. A proper claim consists of:
 - A statement of the amount you seek in reimbursement.
 - Your copy of the carrier's Freight Bill (referred to as Waybill).
5. If damage is found after delivery, request for inspection should be made to our office within five (5) days after delivery. Original packaging **MUST** be available. Should inspection not be performed within ten (10) working days, the request should be confirmed in **WRITING** for your protection in the event Inspection is never made.
6. An **INSPECTION REPORT** does not serve as a **CLAIM**. It is not an acknowledgement of liability of the carrier. You must comply with #3.
7. In cases of **CONCEALED DAMAGE**, the burden of proving carrier responsibility rests with the claimant, by showing evidence that the damage did not occur after delivery by the carrier.
8. In the event of damage, it is the consignee's responsibility to reduce the carrier's loss in any way possible. The permission is needed from the carrier to effect repairs, when possible, provided such action does reduce loss.
9. We cannot pay a claim until authority is secured from that carrier.
10. Please do not dispose of damaged merchandise until claim has been concluded.