

# GOODTIME MEDICAL SHIPPING DAMAGE CLAIM FORM

Standard form for presentation of loss and damage claims  
Please read instructions on page 2 of this document before you complete this form.

Company: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Reason for claim: Shortage \_\_\_\_\_ Damage \_\_\_\_\_ Other \_\_\_\_\_

Date of shipment \_\_\_\_\_ Shipment tracking number \_\_\_\_\_

Detailed description of damage or shortage \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***At a minimum you must provide at least one document from each of the categories below (if applicable) to support your claim of damage. Failure to provide these documents with this claim form may result in a delay in the settlement of your claim.***

Documentation of transport contract:

- Copy of bill of lading
- Copy of paid invoice

Documents that support that shortage or damage occurred:

- Inspection report
- Consignee copy of delivery receipt with damage or shortage noted by transportation driver
- Description of shortages or damage including photographs, drawings, brochures etc.

Other supporting Documents:

- Repair invoice
- Record of discounted sale (original paid invoice)
- Other \_\_\_\_\_
- Other \_\_\_\_\_

Remarks: \_\_\_\_\_

Preparers Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Goodtime Medical shipments move subject to the Uniform Straight Bill of Lading as found in the National Motor Freight Classification (NMFC), 100 series.

Goodtime Medical has also outlined it's own policy regarding shipping and subsequent damage claims. Section III(B) states: **NO CLAIMS OF DAMAGE WILL BE HONORED AFTER 3 BUSINESS DAYS OF RECEIPT OF THE MERCHANDISE. THE CUSTOMER SHALL INSIST THAT BOTH VISIBLE AND CONCEALED DAMAGE BE NOTED ON ITS COPY OF THE FREIGHT BILL.**

Please review the terms and conditions in their entirety at [www.examtables.com/shipping-returns.html](http://www.examtables.com/shipping-returns.html)

**To file a claim:**

1) For damaged goods, notify the carrier and request inspection. Keep all packaging until inspection is waived or performed. **Retain the damaged goods until your claim is concluded.** Because the owner of the goods shipped has a legal obligation to minimize the amount of a claim, when possible, you should make every effort to repair, discount or salvage damaged goods. For shortages, when possible, it is usually a good idea to wait a few days in case the remaining goods are located and delivered. This saves both carrier and claimant the time spent tracking a claim.

2) Collect these documents relating to your claim and include them in your filing:

a) A Standard Claim Presentation Form or a letter (please type or print) which identifies the shipment, the claimant, the total amount claimed and states the details of the claim.

b) A copy of the freight bill indicating freight charges have been paid.

c) A copy of the bill of lading (if available) and a copy of the delivery receipt with driver's signature noting shortage or damage (if available).

d) A copy of the inspection report or a description of damage if an inspection was waived.

e) A copy of *all* pages of the paid invoice showing the cost of the goods shipped and any discounts or allowances. Purchase orders, packing slips, etc. cannot be accepted as a proof of the goods' value.

***This is the most common document missing from claim presentations. Without it your claim cannot be settled. Please include the correct document with your claim presentation to speed the processing of your claim.***

f) If the claim involves repairs, we still require the paid invoice along with a breakdown of labor hours times a rate, as well as any invoices for parts used in the repair. If a third party does the repairs an invoice from them will be needed.

You must provide items a, e and f. While some claims can be settled without your copies of b, c and d, you can increase your chances of a timely settlement by including all supporting documents.

3) You must file a separate claim for each freight bill. Please allow time for investigation of your claim. Federal regulations require us to acknowledge your claim within 30 days. Most claims are resolved sooner. We will contact you if we need additional documentation. You may obtain claim forms at [www.examtables.com/shipping-returns.html](http://www.examtables.com/shipping-returns.html)

**Please return completed forms and all supporting documents to:**

Goodtime Medical  
25 Cooperative Way  
Wright City, MO 63390

Phone: 636-745-7530

Fax: 636-745-7536

You may e-mail digital photographs of damage to [jason@goodtimemedical.com](mailto:jason@goodtimemedical.com)