

SAM – TRANSPORTATION MANAGEMENT

CONCEALED DAMAGE OR LOSS

3868

(Revised 02/93)

There are often disputes about who is responsible for concealed damage or loss of shipments. However, this type of claim is just as valid as any other type. If part of the shipment is missing, you must prove that the missing goods were actually shipped and then were not delivered. If goods were damaged, you must establish that the goods were properly packed in their containers, yet were damaged when they were delivered. Without this proof, carriers may refuse settlement. If you discover shortage or damage after delivery, report it promptly to the carrier and request an inspection. *Do not complete the unpacking.* Hold all packing materials and merchandise as discovered pending inspection. You only have 15 days after delivery of the shipment to report any concealed damage. If you do not report within this 15-day period, the carrier may decline the claim.