



Claim Filing Instructions

Span Alaska's goal is to make the process as simplified as possible. Following these guidelines will help ensure that your claim is processed accordingly.

Who can file a Claim? A shipper, consignee, or third party who has legal ownership to the goods may file a claim.

All claims must contain the following documentation for processing:

- A completed copy of the **Presentation of Loss & Damage Claim Form**
- The **Original Bill of Lading**, if not previously surrendered to carrier
- Original vendor's invoice (or a certified copy) establishing your cost for the lost or damaged goods
- Photos of packaging and product damages – **Required**
- Original repair invoice (or a certified copy) for repairs made to restore the merchandise to its original condition, if applicable (*any labor charges must be itemized and invoiced by repair company*)
- Original vendor's replacement Invoice (or a certified copy), if applicable
- Original paid freight "expense" bill
- Copy of the signed delivery receipt
- Copy of the Span Alaska inspection report (*inspections are required if loss value is more than \$250.00*)

A claim can be submitted by fax at (253) 886-5273, or by mail or email by contacting a local Span Alaska terminal:

TERMINAL	ADDRESS	EMAIL
Anchorage	6128 Electron Drive, Anchorage, AK 99518	AncCustServ@spanalaska.com
Fairbanks	3350 Koba Way, Fairbanks, AK 99709	FairbanksCustomerService@spanalaska.com
Kodiak	3420 E Rezanof Drive, Kodiak, AK 99615	keenans@spanalaska.com
Kenai	42701 K Beach Road, Unit #304, Soldotna, AK 99669	kenaiemployees@spanalaska.com
Wasilla	1054 N Bruiser Circle, Wasilla, AK 99564	Wasillaemployees@spanalaska.com
Auburn	3815 W Valley Highway N, Auburn, WA 98001	Trace@spanalaska.com

All damaged product and packaging claimed at full value must be retained by the consignee until the claim has been concluded, at which point a Span Alaska representative has the legal right to contact you to make arrangements for salvage pick up.

The Bill of Lading contract specifies that a claim must be received within nine (9) months from the date of delivery or expected date of shipment. All claims received that are not processed for payment immediately will be acknowledged in writing within 30 days of receipt by the Span Alaska Claims Department. Most claims are expected to be resolved within 30 –120 days.

Span Alaska may refer your claim to other carriers if they were involved in the shipment transportation. Span Alaska will notify you of this referral. If your claim cannot be settled within 120 days, we will notify you immediately about what you may need to do to help conclude your claim. If a delay in settling your claim occurs, we ask for your understanding. If you have any questions regarding your claim, feel free to call us at (800) 257-7726.

Presentation of Loss & Damage Claim Form

SPAN CLAIM NUMBER

OFFICE USE ONLY

NAME OF CARRIER	TERMINAL	DATE FILED
ADDRESS		CLAIMANT'S REFERENCE
CITY	STATE	ZIP
PHONE	EMAIL	SPAN ALASKA PRO NUMBER

CLAIMANT INFORMATION

COMPANY NAME	CONTACT NAME	TYPE OF LOSS
REMITTANCE ADDRESS		<input type="checkbox"/> MISSING
CITY	STATE	ZIP
PHONE	EMAIL	<input type="checkbox"/> DAMAGED
		<input type="checkbox"/> CONCEALED DAMAGE
		TOTAL AMOUNT CLAIMED
		\$

NAME OF SHIPPER	
SHIPPED FROM (CITY, TOWN, OR STATION)	SHIPPED TO (CITY, TOWN, OR STATION)
FINAL DESTINATION (CITY, TOWN, OR STATION)	
NAME OF CONSIGNEE	DELIVERY DATE

DETAILED DESCRIPTION OF ARTICLES CLAIMED (REQUIRED)

(MUST INCLUDE NATURE AND EXTENT OF LOSS OR DAMAGE, INVOICE PRICE OF ARTICLES, AMOUNT OF CLAIM, ETC.)

DESCRIPTION	COST
APPLICABLE FREIGHT CHARGES CLAIMED	\$
TOTAL AMOUNT CLAIMED	\$

IN ADDITION TO THE INFORMATION GIVEN ABOVE, THE FOLLOWING DOCUMENTS MUST BE SUBMITTED IN SUPPORT OF THIS CLAIM

<input checked="" type="checkbox"/>	1. Original bill of lading, if not previously surrendered to carrier	REMARKS
<input checked="" type="checkbox"/>	2. Original vendor's invoice or certified copy	
<input checked="" type="checkbox"/>	3. Certified itemized repair invoice	
<input checked="" type="checkbox"/>	4. Other proof of loss or damage claimed (photos, etc.)	

The foregoing statement of facts is hereby certified to as correct.

SIGNATURE OF CLAIMANT REQUIRED	DATE

IMPORTANT:

- Claims can not be processed without a copy of the original vendor's invoice supporting the claimant's cost.
- ALL damaged merchandise and packaging must be retained until the claim is resolved.
- Please be aware claims resolutions can take 30–120 days to be resolved.