

Time Logistics, Inc. Claim Policy

Claims submitted to Time Logistics are limited by the following terms and procedures.

NOTE: A claim cannot be submitted by Time Logistics, Inc. to the involved carrier after 6 months from the original due date. Any claim proposals submitted after that deadline is null and void.

“Damage” or “Short” Freight:

1. Shipment must be properly packaged in order to protect the shipment.
2. “Damage” or “Short” MUST be noted to the carrier on their proof of delivery upon receipt of freight.
3. Claims for “Damage” or “Short” are limited to the original production and transportation costs. Time Logistics will not compensate for postage, expedited freight, or overtime charges as all LTL and linehaul carriers are limited to this liability.
4. Time Logistics must be notified about the claim within 48 hours of freight receipt.

Carrier Failure:

In the event that a program will miss its insertion or in-home schedule due to carrier failure, Time Logistics will be responsible limited by the following terms.

1. Carrier failure must result in a shipment being delivered beyond the original and all extended due dates for production purposes. Also, the consignee MUST refuse the shipment if delivery is attempted after the deadline to meet production.
2. Claims will be limited to the original print and transportation costs for only the pieces of the shipment that did not meet the in-home date after all efforts have been exhausted to meet the in-home date. Time Logistics will not compensate for postage, expedited freight, or overtime charges as all LTL and Linehaul carriers are limited to this liability.
3. Time Logistics will not be responsible for carrier delays on shipments that are planned as expedited shipments.
4. Time Logistics must be notified of a claim within 48 hours of freight receipt.
5. NOTE: Time Logistics will not be held liable for any missed insertion if there is a delivery failure due to weather conditions, strikes or other out-of-the-ordinary refusals at the consignee.

Payment Procedure:

Upon the client’s submission of the following documents, Time Logistics will reimburse the client immediately once the carrier responsible for the incident has paid Time Logistics for said claim. No credits should be taken from payment for other freight invoices from Time Logistics. Status reports of claims are available upon request.

1. Copy of the **original** invoice for the freight that was “damaged,” “short,” or missed.
2. Copy of the **replacement** invoice (actual amount of the full claim).