



Customer Claim Procedures

Platinum cargo Logistics recognizes that claims are a source of stress and anxiety to our customers and we are dedicated to resolving all claims as quickly as possible. In the event of a claim, please review below. Do not move the shipment or discard any packing without permission from a Platinum Cargo claims representative.

1. Notify a Platinum Cargo representative as soon as possible (preferably in writing).
2. A Platinum Cargo representative will provide you with the NOTICE OF LOSS form and contact information for our claims department.
3. Please complete and return the NOTICE OF LOSS form with all requested documents as soon as possible.
4. Upon receipt of the submitted NOTICE OF LOSS form, a Platinum Cargo claims representative will respond within 5-7 business days. Our response will include a claim acknowledgment letter and the claim number assigned to your claim.
5. Platinum Cargo will do it's best to resolve your claim within reasonable amount of time once all required documentation has been received, if possible within 30-60 days from the first notice of loss.
6. All documents, questions or comments should be submitted to us at:

Phone number – 310-436-2060
Email address – claims@platinumcargo.com
Fax number – 310-694-9092

Thank you for your support of Platinum Cargo Logistics Inc.

Platinum Cargo Logistics
19250 S. Van Ness Ave.
Torrance, CA 90501



NOTICE OF LOSS

TODAY'S DATE _____

CLAIMANT COMPANY NAME _____ CLAIMANT CONTACT _____

CLAIMANT ADDRESS _____ CLAIMANT PHONE _____

_____ CLAIMANT FAX _____

CLAIMANT EMAIL ADDRESS _____

SHIPMENT DETAILS

PLATINUM WAYBILL # (IF ANY) _____ WAYBILL DATE _____

BOL # (IF ANY) _____ BOL DATE _____

CUSTOMER FILE/ REFERENCE # _____

COMMODITY/ DESCRIPTION OF GOODS _____

PACKING

WAS THERE AN INSURED VALUE ON THE SHIPMENT? YES NO

IF YES, AMOUNT _____

WAS THERE A DECLARED VALUE ON THE SHIPMENT? YES NO

IF YES, AMOUNT _____

DO YOU CARRY YOUR OWN CARGO INSURANCE? YES NO

DAMAGE OR LOSS SPECIFICS

SHIPMENT ARRIVED DAMAGED

WEIGHT OF DAMAGED CARGO _____

ENTIRE SHIPMENT

PORTION OF SHIPMENT # MISSING ITEMS _____

DETAILS OF TYPE OF DAMAGE _____

WAS THE DAMAGE CONCEALED? _____

IF YES, WHEN & HOW WAS IT DISCOVERED? _____

DELIVERY RECEIPT WAS SIGNED CLEAN WITH EXCEPTIONS

EXPLAIN ANY DELAY IN REPORTING THE DAMAGE _____

WERE STEPS TAKEN TO MITIGATE DAMAGES? _____

IF YES, WHAT WERE THEY? _____

WHERE IS THE SHIPMENT NOW LOCATED? _____

SHIPMENT DID NOT ARRIVE

WHEN WAS IT EXPECTED _____

ENTIRE SHIPMENT

PORTION OF SHIPMENT # MISSING ITEMS _____

WHAT WAS LOST? _____

WEIGHT OF LOST PORTION _____

LOSS AMOUNT / REPAIR STATUS

CAN THE GOODS BE REPAIRED? YES NO

DO THE GOODS NEED TO BE REPLACED? YES NO

ESTIMATED CLAIM AMOUNT _____

THE FOLLOWING DOCUMENTS HAVE BEEN SUBMITTED

- PLATINUM WAYBILL
- PACKING LIST
- PURCHASE INVOICE
- COMMERCIAL INVOICE
- PHOTOGRAPHS
- DELIVERY RECEIPT
- REPAIR ESTIMATE
- POLICE REPORT
- SURVEY REPORT
- OTHER

CLAIMANT'S SIGNATURE _____

PRINTED NAME _____

TITLE _____

DATE _____