

# **CENTRAL**

## **AIR FREIGHT SERVICES, INC.**

20 South Powell Drive  
Butler Industrial Park  
P.O. BOX 99  
Hazleton, PA 18201

Phone: (570) 455-7543  
Toll Free: 800-582-6318  
Fax: (570) 455-7082

### **Overage, Shortages and Damages (OS&D)**

As a family owned business, Central Air Freight Services sincerely appreciates your business and take all matters regarding your freight very seriously. We strive to handle all shipments with personal care and commitment. Customer satisfaction is our number one goal and we are always open to new ideas on how we can improve. Please feel free to contact us with any concerns.

#### **Overage or Shortages:**

If an overage or shortage occurs, we must be notified following the delivery. Once notified, our office will conduct a full investigation into your overage or shortage. Our office will begin by conducting a dock check here at our warehouse to see if freight may have been left behind when loading our truck. If needed, we can also review camera footage from our dock. If the dock check here is negative, we will contact our agent to conduct a dock check in their warehouse. If that dock check comes up negative, we will go back to the airline to see if the shipment arrived over or short from the shipper.

- If freight is delivered with an overage or shortage, note the delivery receipt or BOL how many pieces the shipment was over/short.
- Overage could possibly be mislabeled freight or freight from another shipment for a different carrier and should be returned to Central Air Freight.
- Shortages will be delivered to your dock the next business day once the freight has been located and received by Central Air Freight.

#### **Damages:**

If damage occurs, we must be notified following the delivery. Central Air Freight will conduct a full investigation to see where the damage may have occurred. Freight may arrive damaged at the airline or be damaged in transit. It is our responsibility to determine where the damage occurred while in our possession.



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- If freight is damaged, be specific as to what is damaged and note that on the delivery receipt or BOL.
- Provide photos if possible.

### Claims for lost or damaged freight:

When freight is lost or damaged, a claim can be filed. A claim is based upon a breach of contract by the carrier, not whether the carrier was negligent. Accidents can and do happen in the normal course of business. The claimant has the responsibility of proving its claim. The claimant must prove good condition of the freight at the origin, damaged condition of the freight at the destination, and the dollar amount of said damages. Freight charges must be paid in full to proceed with filing a claim.

Claims should be filed within 30 days of delivery. Claims filed after nine (9) months after delivery will be denied. Filing a suit for denied claims must be filed within two (2) years and one (1) day after the written denial.

The shipper must file a written claim (1) containing sufficient facts to identify the shipment; (2) asserting liability for loss, damage or delay; and (3) making claims for payment of a specified and determinable amount of money.

### All claims must be submitted in written form and must include the following:

- Date of shipment
- Shipper reference number, house bill, master number or claim number
- Claimant information
- Name and address of the shipper or consignee
- Bill of lading (BOL)
- Supporting documents describing damages or shortages, or any photos

We will conduct a full investigation into your claim. All claims will either be approved or denied based upon the outcome of our investigation and sent to you in writing. Payment for approved claims will be sent via mail and the claim will be closed within 30 days.



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### **Declared value:**

Unless a greater value is declared herein, the shipper agrees and declares that the value of the property is released to an amount not exceeding \$50.00 for any shipment of 100 pounds or less and not exceeding 50 cents per pound for shipments weighing in excess of 100 pounds.

Forward your claim to:

Central Air Freight Services  
OS&D Department/Attn: Keri Fisher  
[keri@caffreightservices.com](mailto:keri@caffreightservices.com)  
20 S. Powell Drive  
Hazleton, PA 18201  
Phone (570) 455-7543

