



CLAIM FILING INSTRUCTIONS

- 1) All claims for **Loss/Damage** must be filed with this carrier **within thirty (30) days** after delivery.
- 2) In cases of **Concealed Damage**, J&P Hall Express must be notified in writing within fourteen (14) days of delivery or the claim will likely be declined.
- 3) Be sure to attach a letter of explanation if there are any **Special Circumstances** we should know about.
- 4) Please provide a copy of the **Signed Delivery Receipt, Original Invoice, Invoices** for repairs or replacements, and **pictures** (if available) when filing the claim. (If sending pictures, please send them via postal or email them to lsmith@jphallexpress.com)
- 5) In no case will this carrier accept responsibility for **Consequential Damages** or **Special Damages** beyond the value of the goods that are the subject of a claim.
- 6) Prior to any settlement, **all freight charges must be paid in full**. Include any applicable freight charges in your claim presentation.
- 7) If you have any questions regarding your claim, you may contact Linda Smith at 404-762-5063.

Upon completion of form, fax to (404-762-9005) or
Mail to:

J&P Hall Express
Attn: Claims Department
P.O Box 45098
Atlanta GA 30320