



CLAIM FILING INSTRUCTIONS

Claims should be reported to Span Alaska within 48 hours.

Claims are reported to Span Alaska Transportation with a *Presentation of Loss/Damage Claim Form* and supporting documentation.

Claim can be faxed, mailed, or emailed.

Fax: 253-395-7986

Mailed to: Span Alaska Transportation (Attn: Claims)
3815 W Valley Hwy N, Auburn, WA 98001

TERMINAL	EMAIL
Anchorage	ASC@Spanalaska.com
Auburn	customercare@spanalaska.com
Fairbanks	FBSC@spanalaska.com
Kenai	Kenaiemployees@spanalaska.com
Kodiak	KODCustServ@spanalaska.com
Wasilla	WasillaEmployees@spanalaska.com

Documents Needed to File Claim

Lost in Transit – Entire Shipment

- ✓ Bill of Lading or Shipping Order issued by shipper and signed by trucker at origin.
- ✓ Commercial Invoice *covering entire shipment*.
- ✓ Packing List *covering entire shipment*.

Damaged in Transit

- ✓ Bill of Lading or Shipping Order issued by shipper and signed by trucker at origin.
- ✓ Commercial Invoice *covering entire shipment*.
- ✓ Replacement Invoice if product is not repairable.
- ✓ If repairable, Repair Invoice or estimate showing value of parts used to restore the merchandise to its original condition.
- ✓ Labor Charges must be itemized and calculated at cost.
- ✓ Packing List *covering entire shipment*.
- ✓ Delivery Receipt *showing exceptions taken by consignee*.
- ✓ Photographs of packing materials and damaged goods before and after unloading container.
- ✓ If loss value is more than \$1000, contact your Sales Representative for required inspection.

Shortage/Missing in Transit

- ✓ Bill of Lading or Shipping order issued by shipper and signed by trucker at origin.
- ✓ Commercial Invoice *covering entire shipment*. If no invoice issued, price list or other supporting documents for values claimed.
- ✓ Packing List *covering entire shipment*.
- ✓ Delivery Receipt showing exceptions taken by consignee.
- ✓ Any applicable photos of the pallet, showing void due to missing freight.

THANK YOU FOR SHIPPING WITH SPAN ALASKA!