



FFE Transportation Services, Inc
KoolShot Expedited
Cargo Claims
PO Box 655888
Dallas, TX 75265-5888

PROCEDURES FOR FILING CARGO CLAIMS

Claims must be submitted within nine months from date of delivery. Cargo Claims may be forwarded via e-mail (cargoclaims@ffex.net) or via US Mail to the address above.

Claims must contain the following information:

- ✚ Name & full street mailing address of claimant (as check should be addressed)
- ✚ Email address of Claimant
- ✚ Date of Claim
- ✚ Your claim number
- ✚ Date of shipment
- ✚ Carrier's freight bill (invoice) number
- ✚ Name and address of consignor (shipper/load at facility)
- ✚ Origin city and state & destination city and state
- ✚ Name and address of consignee (destination receiver)
- ✚ Details of claim:
 1. Number and description of articles
 2. Nature and extent of loss or damage
 3. Actual invoice price
 4. Mitigation of the claim
 5. Amount of claim

In support of your claim the following documents must be submitted with claim form.

- ✚ Original (or certified copy) bill of lading
- ✚ Original (or certified copy) of invoice for product
- ✚ Proof of deduction off the original product invoice via (copy of check paying the original product invoice and/or copy of the credit issued to customer)
- ✚ Copy of inventory records (if applicable)

All completed cargo claims will be registered upon receipt, assigned a FFE claim number and acknowledged to the claimant via email by the Cargo Claims Department.

Please reference the FFE Claim number when inquiring about the claim status.

Forward claim to:

Email: cargoclaims@ffex.net
Address: Frozen Food Express, Inc.
Cargo Claims
P O Box 655888
Dallas, TX 75265-5888