

Claims Form Instructions & Frequently Asked Questions (FAQs)



How Do I File a Damage or Shortage Claim?

1. Go to ForwardAir.com (TOOLS → FAST Forms → Claims Forms) to print out the standard claims form.
2. All claims must be submitted in writing by mail, email, or fax. Claims will be acknowledged within 30 days of receipt.
 - Address: Forward Air Claims Department
6800 Port Road
Groveport, OH 43125
 - Email: FreightClaims@ForwardAir.com
 - Fax: (614) 497-5032
3. Documentation needed for claims processing:
 - A copy of the Forward Air waybill
 - A copy of the shipper's house bill (if applicable)
 - A copy of the delivery receipt (if applicable)
 - Documentation supporting the value of the damaged or lost items
 - Documentation supporting the weight of the damaged or lost items
 - A copy of your customer's claim to you (if applicable)
 - The original purchase invoice(s)
 - A copy of the repair invoice or estimate, or a statement from a certified repair technician why the goods cannot be repaired
 - Inspection report (if applicable)
 - Any additional information or pictures that may pertain to the claim.

Who Can File a Claim?

1. Customer/shipper
2. Consignee/recipient, or
3. Third party
 - If you are not the beneficial owner of the goods that were shipped, you must provide either:
 - a) Proof that you have paid a claim to the beneficial owner of the goods, or
 - b) Written authorization for Forward Air to pay any settlement amount directly to the beneficial owners of the goods.

When Should I File My Claim?

All claims must be filed with a specific dollar amount and within 270 days of the delivery or loss of the shipment. Shipments after 270 days are time barred and will be rejected.

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When Should I File My Claim? (*Concealed damage*)

All claims must be filed in a specific dollar amount within 270 days of delivery or loss of the shipment shall be forever barred.

Claims for concealed damage must be reported in writing within fifteen (15) days from the date of the delivery of the shipment. When formal claim is filed, claimant must prove that the damage in question occurred in Forward Air's custody.

How Long Will the Claim Resolution Process Take?

Claims will be acknowledged within 30 days of receipt via.

Claims are processed in the order they are received. An email will be sent requesting any additional documentation or information that may be required, or if a settlement is being offered.

What Should I Do with the Shipment and Shipment Packaging?

Please keep the shipment and all original packaging, including contents & cartons, until the claim resolution process is completed. It may be necessary to make the packaging available to Forward Air for inspection. If necessary, Forward Air will arrange for an inspection of the damaged freight. The inspector will give a copy of the inspection report to the consignee and will forward the original to Forward Air.

What Should I Do about a Shortage Claim?

Please reach out to Customer Care at CustServ@ForwardAir.com to ensure your shipment has been traced by our Customer Care team.

A claim form can be initiated with FreightClaims@ForwardAir.com while the trace is active.

Transportation Charges

Claims for loss or damage will be not be processed until all transportation charges have been paid.

Claim Amount

Claim amounts may not be deducted from transportation charges.

Notification

Receipt of the shipment by the consignee without loss or damage notations on the Forward Air Waybill will be prima facie evidence that the shipment was delivered free from shortage or damage.

Bill of Lading (BOL) Notation

Shortages and / or apparent damage must be noted on the bill of lading by the consignee at the time of receipt.