



Claims General Guidelines

Pegasus is committed to providing our customers with excellent customer service and assurance that all shipments arrive safely and without shortage. In the event that such an event does occur, the following procedures have been put in place to expedite the claims process and secure timely resolution.

All customer claims are submitted to Claim/Risk Analyst for processing and payment settlement.

- Verbal notice of damage does not constitute the filing of a claim
- A Notice of Intent to Claim must be filed in writing within (48) hrs from the date of delivery for shipments **noted damaged**.
- A Notice of Intent to Claim must be filed in writing within (72) hrs from the date of delivery for shipments with **concealed damage**.
- Claim **must be filed** within ninety (90) days on shipments in which damage and/or shortages have been noted on the proof of delivery.

In order to be a valid claim form, the following are mandatory:

- The shipment must be identified to enable the carrier to conduct an investigation
- The type of loss or damage must be stated
- The amount of the claim must be stated or estimated
- A demand for payment by the carrier must be made.

Claim forms and supporting documents may be submitted via email and/or fax at:

Pegasus Logistics Group
ATTN: Claim Department
306 Airline Drive, Suite 100
Coppell, TX 75019
Email: claims@pegasuslogistics.com
Fax: 469-671-0316

Supporting documents should include the following:

- Proof of Value Original vendor's invoice, verifying amount of claim
- Legible copy of freight bill or paid freight bill/s, if available
- Delivery Receipt, noting discrepancy
- Original bill of lading
- Invoice for repair, if applicable
- Invoice for materials purchased to complete repair, if applicable
- When shipment is damaged, include photos or a written verification of the damage
- Packing list
- Carrier inspection report, if applicable



Within 10 days of receipt of your claim, an acknowledgement will be sent in order to confirm receipt and to request additional documents (if applicable). We maintain high standards in ensuring the customer has all tools necessary for communication during the course of the claim. The file is examined to:

- Validate proof of loss or damage
- Confirm proof of value of the items
- Confirm proof of freight invoice payment,
- Confirm proof of damage,
- Determine true measure of damage via inspection report, pictures, etc.

Upon settlement we will notify the claimant directly and advise accordingly.

Liability

Per the Pegasus Logistics Terms and Conditions:

- Unless Shipper states an agreed value and agrees to pay the additional “Declared Value Fee”, Carrier’s Liability for lost or damaged domestic cargo is limited to \$.50 per pound per piece lost or damaged or \$50.00 whichever is greater, not to exceed the value of the freight.
- Carrier liability on international air shipments is \$50.00 minimum or \$9.07 per lb (\$20.00/kilo), whichever is greater, unless a higher value is declared with associated premium.
- Carrier liability on international ground shipments to or from Canada is \$25.00 per \$100lbs and \$25.00 per piece.
- Carrier liability on international ground shipments to or from Mexico is \$25.00 per metric ton (2200 lbs).
- The maximum liability on international ocean shipments is \$500 with respect to the contents of each such container or shipping units in compliance with the U.S. Carrier of Goods by Sea Act (COGSA), unless a higher value is declared with associated premium.

Packaging

Per the Pegasus Logistics Terms and Conditions, it is the responsibility of the shipper to tender freight that is adequately packed to withstand the normal hazards of transportation for any claim to be valid

Pegasus is committed to providing superior customer service and makes every attempt to keep our customers well informed of all claim. It is our goal to settle them quickly and efficiently. If you should have any questions, please feel free to contact using the information below.

Contact Information

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Claims/Risk Analyst

306 Airline Drive, Suite 100

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Phone: 469-671-0300

Fax: 469-671-0316