

# STANDARD FORM FOR ABF U-PACK® PRESENTATION OF LOSS AND DAMAGE CLAIM

Want a faster response? Use the on-line [Loss & Damage Claims, Filing](#) tool to submit the claim electronically.

**Mail To:**

ABF Freight System, Inc.  
Cargo Claims & Prevention  
Post Office Box 10048  
Fort Smith, AR 72917-0048  
Phone: 479-785-8741  
[cargoclaims@abf.com](mailto:cargoclaims@abf.com)

**OR Fax to:**

479-785-8800

**(DO NOT MAIL  
ORIGINALS IF  
CLAIM IS FAXED)**

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Carrier's Freight Bill Number)

\_\_\_\_\_  
(Quote ID Number)

This claim is for:     Damage     Loss

<b>DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED</b> (Number and description of articles, nature and extent of loss or damage, amount of claim, etc.)		
	Weight	Amount
<b>TOTAL AMOUNT CLAIMED</b>		

Was the bulkhead intact at the time of delivery?     Yes     No    If not, explain below.

Why do you believe ABF is responsible for this loss or damage? \_\_\_\_\_

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Contact Section		
(Name)		
(Street Address or Post Office Box)	(City, State, Zip)	
(Phone)	(Fax)	(Email Address)

**ABF's goal is to conclude all claims within 30 days of receipt at its corporate offices in Fort Smith, Arkansas.**

Unless additional coverage was requested, cargo liability is subject to Section 4 of the U-Pack contract. This section provides a maximum liability of .10 cents per lb per piece for the damage or loss caused by ABF'S negligence. In the event of trailer fire, vehicle collision, vehicle overturn or complete trailer theft the coverage is \$3.00 per lb per piece up to a maximum of \$60,000 per trailer (\$7,500 for customers using a ReloCube™ or .50 cents per lb per piece up to a maximum of \$10,000 per trailer for customers shipping to/from Mexico).