

Yellow Transportation, Inc. shipments move subject to the Uniform Straight Bill of Lading as found in the National Motor Freight Classification (NMFC), 100 series. Section 2(b) of the bill of lading provides that claims and supporting documentation are required to be filed with the carrier, in writing within nine (9) months of the date of delivery. Yellow Transportation, Inc. will not pay a claim filed outside these time constraints.

All shipments also move subject to either contracts or tariffs. If you or your company do not have a contract with Yellow Transportation, your shipment most likely moved subject to the NMFC Classification and the Yellow Rules and Conditions (different laws and regulations may apply for shipments from or to points outside the United States). Some important factors affecting the liability of Yellow include:

The Yellow Rules Guide describes prohibited articles. It also limits the Yellow maximum total liability. Please refer to the latest addition of the Rules Guide myyellow.com for liability restrictions not found in NMFC.

To file a claim:

- 1) For damaged goods, notify the carrier and request inspection. Keep all packaging until inspection is waived or performed. **Retain the damaged goods until your claim is concluded.** Because the owner of the goods shipped has a legal obligation to minimize the amount of a claim, when possible, you should make every effort to repair, discount or salvage damaged goods.

For shortages, when possible, it is usually a good idea to wait a few days in case the remaining goods are located and delivered. This saves both carrier and claimant the time spent tracking a claim.

- 2) Collect these documents relating to your claim and include them in your filing:
 - a) A Standard Claim Presentation Form or a letter (please type or print) which identifies the shipment, the claimant, the total amount claimed and states the details of the claim.
 - b) A copy of the freight bill indicating freight charges have been paid.
 - c) A copy of the bill of lading (if available) and a copy of the delivery receipt with driver's signature noting shortage or damage (if available).
 - d) A copy of the inspection report or a description of damage if an inspection was waived.
 - e) A copy of *all* pages of the vendor invoice showing the cost of the goods shipped and any discounts or allowances. Purchase orders, packing slips, etc. cannot be accepted as a proof of the goods' value. ***This is the most common document missing from claim presentations. Without it your claim cannot be settled. Please include the correct document with your claim presentation to speed the processing of your claim.***
 - f) If the claim involves repairs, we still require the vendor invoice along with a breakdown of labor hours times a rate, as well as any invoices for parts used in the repair. If a third party does the repairs an invoice from them will be needed.

You must provide items a, e and f. While some claims can be settled without your copies of b, c and d, you can increase your chances of a timely settlement by including all applicable documents named above along with any other documents that support your claim.

All Yellow Transportation claims are handled at our Corporate office location. Do not send claims to terminals or the Yellow Customer Service Centers for handling. Please forward your completed claim and all documentation to:

YELLOW TRANSPORTATION, INC.
CARGO CLAIMS DEPARTMENT
P.O. BOX 7903 - 10990 ROE AVE.
OVERLAND PARK, KS 66207

OR

FAX TO 913-344-4621
Please use one method or the other. Do not send both. This will slow your claim's processing.

Finally, please allow time for the registration and accumulation of documents. Federal regulations require us to acknowledge your claim within 30 days. Most claims get resolved sooner. We will contact you within the required time period if we need additional documentation to complete the processing of your claim. Please allow us the time to give your claim and others' our complete attention.