

SNA CARGO CLAIMS & OSD SUPPORT GUIDE

HOW TO REPORT SHIPMENT LOSS, DAMAGE, SHORTAGES, OR DELIVERY DISCREPANCIES.

CLAIMS & OSD SUPPORT

If your shipment is lost, damaged, short, or delivered with an overage, shortage, or damage concern, ShipNorthAmerica Network is here to help. Use this page to understand what to report, what documents to provide, and what to expect during the claims review process.

Claims Support: claims@shipnorthamerica.com | 877-744-7762

REPORT A CLAIM

Please notify SNA as soon as possible when freight is lost, damaged, short, or received with visible or concealed damage. Visible loss or damage should be reported within 48 hours of delivery or discovery whenever possible.

WHAT YOU NEED

To help us review your claim quickly, please include the following information with your submission:

- Shipment details, including the Bill of Lading and Proof of Delivery.
- A clear description of the issue and the amount being claimed.
- Photos of the product, packaging, pallet condition, and visible damage.
- Invoice, replacement value, landed cost, or repair estimate where applicable.
- SKU, item list, or supporting details for shortages or missing freight.

DELIVERY NOTES MATTER

Visible damage, shortages, or discrepancies must be noted on the delivery receipt or Proof of Delivery at the time of delivery. Notes should be specific and include item counts, product descriptions, packaging condition, and visible damage. General comments such as “subject to inspection” may not be sufficient to support a claim.

WHAT HAPPENS NEXT

1. SNA reviews your claim submission for completeness.
2. If information is missing, we will contact you for the required details.
3. Once complete, SNA reviews the shipment records, delivery documents, photos, carrier information, and applicable terms.
4. SNA provides a written decision with the claim outcome.
5. If approved, settlement is processed according to the applicable claim terms.

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Please retain the product and packaging until SNA provides written direction. Salvage may be required for inspection or disposition, and failure to retain it may impact claim eligibility.

KEY TIMELINES

- Damage claims must be submitted within 60 days after delivery.
- Non-delivery claims must be submitted within 9 months from pickup.
- SNA acknowledges complete claim submissions within 5 business days.
- Approved settlements are typically issued within 15 business days after approval.
- Appeal requests must be submitted within 15 days of the claim decision.

IMPORTANT NOTES

- Minimum claim value is \$50.
- Freight charges must remain paid while a claim is under review.
- Taxes, including GST/HST/PST, are not applicable to claim settlements.
- Claims are subject to applicable contract terms, declared value, legislation, and supporting documentation.

CONTACT CLAIMS SUPPORT

For claims support, contact ShipNorthAmerica Network at 877-744-7762 or claims@shipnorthamerica.com. Please send written claim submissions and supporting documents to the claims team for review.