



Custom Order Online, Inc.

Form to file freight damage or loss claim.

INSTRUCTIONS:

1. File a notice of non-delivery, damage, or shortage with the carrier and COO within 48 hours from the date the consignee received the shipment.
2. Attach a copy of the carrier's claim paperwork to this claim form.
3. Attach a copy of the BOL or delivery receipt showing notation of damage from the carrier.
4. Attach a purchase invoice or proof of value.
5. Attach two estimates of repair. In the event an item is not repairable a statement from a professional must be provided attesting to the non repairable nature of the item.
6. Submit photographs, either digital or standard format, of the damage and packaging.
7. Fill out claim form completely, mail to COO within ten (10) days once the consignee received the shipment.
8. Mail to: Custom Order Online, Inc. 764 Prairie Street, Aurora, IL 60506

Today's Date: _____

Consignee's Address: _____

Shipment Date: _____ Delivery Date: _____

Invoice/Shipment #: _____

Name of the Carrier _____

Shipment Tracking #: _____

Loss Type: (circle) Loss | Damage | Shortage

Describe Loss: _____

Describe Item(s): _____

Invoice Value of Item(s): _____ Total Claim Amount: \$ _____

Name of Consignee: _____

Address of Consignee: _____

Telephone: _____ Fax: _____ Email: _____

I certify that the above statements are correct.

Claimants Name: _____ Signature: _____

Address: _____ Telephone: _____