Loss & Damage Claim Form
Instructions

Dear Claimant:

We apologize for any inconvenience this claim has caused. We will make every effort to resolve this claim within 30 days after it is received by our Customer Service team. Liability is based on the "Terms and Conditions" as stated on-line at www.evertsair.com.

1. **In order to expedite resolution of your claim, please follow the guidelines listed below:**
   a. Print the claim form or submit online.
   b. Please type or print legibly.
   c. Complete the form in FULL.
   d. Only the shipper, consignee or third-party billing representative as shown on the air waybill may file a claim.
   e. Indicate the initial notice date on the form, which is the date the cargo agent or authorized representative was informed of the loss or damage.
   f. Detailed photos of the item(s) claimed as well as packaging are required.
   g. The claimant must hold all damaged goods intact until our investigation has been concluded. For perishables, please call a Customer Service team member at (907) 243-0009 or e-mail at freightclaims@evertsair.com.

   NOTE: We recommend that any exceptions be noted on the Delivery Receipt by the cargo agent or our authorized representative at the time of delivery to the consignee.

2. **Include any supporting documents with the claim form, not limited to the following:**
   a. A clear copy of the air waybill, if available.
   b. A legible copy of the original purchase receipt(s) or invoice(s) for the goods being claimed.
   c. A copy of the repair estimate, if applicable.
   d. Any additional documents relevant to the good being claimed.

When the claim forms are completed and supporting documents are obtained, we suggest you make a copy of all documents for your records. Send the originals by U.S. Mail, FAX or e-mail to:

Everts Air Cargo-Customer Service
6111 Lockheed Avenue
Anchorage, AK 99502
FAX: (907) 243-7333
E-mail: freightclaims@evertsair.com

Please contact us if you have any questions or concerns.

Sincerely,

Customer Service

www.evertsair.com