



Western Growers/C. H. Robinson Transportation Program

Shipper Claim Procedure Guidelines

For Immediate Action at Time of Arrival:

1. If the buyer reports an arrival problem, contact your C. H. Robinson account manager immediately.
2. Arrival problems should be noted on the bill of lading and signed by a receiver representative and the driver and documented in a manner that provides clear information about the complaint.
3. The party (buyer/shipper/carrier) asserting an arrival problem is responsible for arranging for a USDA inspection. Same or next day inspections are considered normal. Exceptions would be when due to distance or weekend arrival an inspector is not available within the aforementioned time. If only part of the load is alleged to have problems and the receiver is willing to handle the balance of the load, call for a USDA inspection on the disputed portion of the load. If the load was rejected based on a receiver in-house QC inspection, request a copy of the inspection.
4. If a temperature recorder is on the load, request the receiver to download the digital record or recover the paper tape and send it to you. If the carrier has reefer download capability, ask your CHRW account manager to provide the download record. If possible, request the receiver to take pictures of the reported damage and send them to you. Pictures are additional evidence supporting a claim, but are never considered as the only evidence. The pictures should link the damage to the shipment by including trailer number, carton labels, lot or pack codes, etc.
5. Immediately advise your CHRW account manager of inspection results. Jointly determine the best course of action to minimize loss for all parties. Always work to have the problem load sold while the process of determining responsibility is underway.
6. Promptly settle any adjustments with the receiver and issue an amended invoice reflecting adjusted prices or credits. On delivered sales, all further handling of claims involving transit issues should be between the shipper and CHRW.
7. If the load is rejected, recognizing that the shipper is in the best position to have the shipment salvaged, your CHRW account manager MAY be able to assist you in finding a home for the load. Quick handling and continuous communication with your CHRW account manager is essential to realize the highest returns on rejected shipments.
8. Although you may control the disposition of a rejected load, such action on your part is not an admission that there is no carrier liability. Likewise, should CHRW take control of a rejected load, the carrier is not admitting liability. In either situation, it is simply a matter of all parties moving quickly to mitigate damages.



Factors That May Prove Carrier Liability:

- a. Inspection condition attributable to unusual temperature or handling during transit
- b. Temperature recorder download or paper chart showing abnormal high or low temperatures
- c. Carrier refrigeration unit download showing abnormal high or low temperatures
- d. Carrier refrigeration unit set on start/stop mode rather than continuous operation
- e. Comparison of normal or reasonable transit times vs. actual transit time or transit time in excess of specific delivery date and time noted on the bill of lading

The Formal Claim Process Following Final Disposition of the Shipment:

1. Claims should be filed with CHRW on your company letterhead and include the following:
 - a. Your order # or PO #
 - b. CHRW load #
 - c. Date of loss
 - d. Description of loss (decay, package damage, etc.)
 - e. Amount of loss
 - f. Bill of lading signed by receiver with description of arrival problem
 - g. Original invoice
 - h. Adjusted invoice or an accounting of returns on rejected loads
 - i. USDA inspection
 - j. Any other inspection
 - k. Destination pictures of arrival condition if available
 - l. If claim due to temperature defect, copy of recorder download, paper chart and/or carrier reefer unit download
2. Fully documented claims should be filed with CHRW within 90 days after you have notified them of an arrival problem. Advise your CHRW account manager of any delays in providing documentation within the aforementioned time limit and request an extension if necessary.
3. Email, mail or fax claims and supporting documents to your CHRW account manager at:

C. H. Robinson Worldwide
100 Wilson Road
Suite 200
Monterey, CA 93940
Fax # 831.372.5372



4. CHRW assumes liability for logistics related loss and damage on shipments via its carriers. CHRW shall promptly pay in full, offer to compromise or decline all claims after receipt of the fully documented claim. CHRW shall advise shipper of any delays with respect to their prompt handling of the claim.

Mediation/Arbitration of Disputed Claim Liability:

1. As a condition of use of the WG/CHRW Transportation Program, shipper and CHRW agree to work in good faith with the arranged carriers to informally resolve such claims promptly and to refer any claim which cannot be resolved to the Dispute Resolution Corporation (“DRC”) for ultimate resolution which shall be binding on all parties, including C. H. Robinson. Upon receipt of the fully documented claim, the DRC shall issue its decision within the published timeframe and the prescribed rules of practice. For further information about the DRC and mediation and arbitration procedures, go to www.fvdrc.com.
2. In consideration of the claim processing time limits imposed on CHRW and the DRC, the shipper shall not offset claimed amounts against outstanding CHRW freight bills or withhold payment of same. CHRW shall not offset outstanding freight bills against unrelated payables owed to CHRW or its affiliated companies.
3. For your convenience, attached is a form that creates a record of the claim handling steps outlined above.