

Freight Claims Instructions:

General: A claim can only be filed through EZ Runner by the original shipper and through the tracking number for which the claim is to be filed.

The claims process is intended and reserved for product that was properly skidded or packaged and may have been severely damaged due to handling while in possession of the transportation company.

Due to industry inconsistencies in standardized packaging and physical handling of products shipped through the transportation system, minor damage may occur from time to time and should be resolved between the shipping and receiving facilities. Minor claims submitted will be declined.

Claim filing requirements / timeline: Claim must be filed within 5 business days of final scanned receipt on either the initial or return shipment.

If part is received damaged as a result of apparent transportation handling, the damaged part must be graded through EZ Runner with comments and photo documentation. Grading documentation must be added to EZ Runner within 48 hours of receipt.

When entered a claim the claimant must 1) select the claim type (Repair Claim or Total Loss Claim); 2) enter the dollar amount; 3) attach a copy of the original invoice; and 4) attach photo documentation and any additional documents supporting the claim.

Requirements when returning a part: If part is being returned to Seller for any reason, the Return Authorization function in EZ Runner must be used. To alleviate responsibility of damage while in possession responsibility on the return trip the facility returning the part must photo document the part and packaging and upload photos into EZ Runner before returning. Parts returned to Seller on manually added tags and/or without documentation or notification will be shipped at the returning facilities risk.

Claims determination: Claims will be reviewed and determinations will be made within 14 days of receipt whenever possible. Claimant will be notified of claim decision. If monetary compensation is due, the Transportation Company will settle with claimant within 14 days after determination.

Carrier right to possession: If total loss claim is accepted, Transportation Company reserves the right to possession of claim item.

Claim settlements: Total loss claims that are accepted will be paid at 50% of net invoiced amount. Repair claims that are accepted will be paid at 100% of agreed repair cost estimates not to exceed 50% of the invoice amount.

Claim payout:

a) When it is determined of the singular responsibility for the loss of damage, the responsible Transportation Company will pay claimant.

b) In the case of a shipment interlined between two Team PRP contracted carriers, and it is determined to be dual responsibility for the loss or damage, each Transportation Company will pay claimant their share of the settlement on separate checks.

c) When an insert yard's truck is part of a route; the insert yard assumes an equal portion of the damage risk and a proportion payout of an approved claim. Exceptions are made when there is evidence the Transportation Company damaged the part while in their possession. To mitigate an insert yard's portion of the damage liability, the insert yard and / or their driver should photo document part damage and upload the photo(s) in the EZ Runner system during the transfer of such damaged part from the Transportation Company. When it cannot be determined where the damage

occurred on the route, the Transportation Company(s) and Insert yard(s) will pay their share of the settlement. The insert yard should reimburse the claimant for their share of the claim.