



To our VALUED Customer,

The following information is to help guide you through the process of filing a claim. By completing the following form, you are stating a shipment tendered to Global Source Expedited Inc. sustained damage and/or loss.

Enclosed is the claim form. Please complete the form in its entirety and attach the following supporting documents required:

1. A copy of the Global Source Expedited House Air Waybill (HAWB).
2. Paid original invoice or certified copy for the shipment.
3. Invoice or similar record stating the value of damaged and/or lost item(s).
4. A detailed notarized statement of loss supporting the amount you are claiming.
5. A Global Source Expedited inspection waiver or inspection report.
6. For damaged shipments, please also provide:
  - a. A complete repair estimate or statement why repairs cannot be made.
  - b. A salvage allowance indication and location of salvage if not repairable.

Please do not discard any damaged merchandise. Retain the original shipping container at the delivery site, as well as all damaged/irreparable goods until an inspection has been made (or waived) and your claim determined.

All transportation charges associated with the shipment must be paid in full before a claim can be settled. If the original invoice has not yet been paid, the amount of a claim may not be deducted from the charges in lieu of full payment.

Once the claim form has been filled out completely, send it along with all the required supporting documents to: **Global Source Expedited Inc**, 2302 W. Dolarway Road, Suite 3, Ellensburg, WA 98926. You may also fax it to: (855) 284-6199, Attn: Claims Department.

**Please Note:** Any claim form submitted incomplete or missing any of the required support documents will cause a delay in the claim process.

Although every effort is made to ensure the proper delivery of each shipment tendered to Global Source Expedited Inc., some circumstances are beyond our control. We apologize for any inconvenience and look forward to providing you with the outstanding service you've come to expect from GSE. Please call (855) 475-4968, extension 110 if you have any questions regarding your claim. Thank you for your continued trust and support!