



HEROIC SOLUTIONS LLC

Shipper resources | Cargo claims

global@heroicsolutions.net | 214-457-1573

Shipper cargo claims process

For cargo loss, damage, shortage, theft or temperature concerns on a shipment arranged by Heroic Solutions, report the incident promptly and protect your ability to file a formal claim with the appropriate carrier.

Contact: 214-457-1573 | global@heroicsolutions.net

Email subject: Cargo Claim | Heroic Load Number | Shipper Name

1 Inspect and document the exception

At delivery, inspect freight as reasonably possible, record specific damage or shortages on the delivery receipt, and request the driver's acknowledgment. Photograph the freight, packaging, seal and affected quantity. If concealed damage is discovered later, record when and how it was discovered and notify Heroic and the carrier promptly. A clean POD does not replace investigation of the facts.

2 Protect the freight and evidence

Prevent further loss when safe. Keep affected goods and packaging available for inspection, along with original photos, BOL, POD, commercial invoice, tracking and temperature records. Do not discard, sell, return or otherwise dispose of affected freight without coordinated written instructions from the cargo owner and relevant carrier or insurer, except where safety or law requires action; document that action. Call emergency services first for injury, theft or a hazardous incident.

3 Notify Heroic and request the carrier contact

Provide the load or BOL number, carrier name, pickup and delivery details, commodity, affected quantity, location of freight and a factual description. Use the Incident and Cargo Claim Form in our resources. Do not delay notice while awaiting every supporting document. Request the verified carrier claims contact if you do not have it.

4 File a formal claim with the proper carrier

The cargo owner, entitled party or authorized representative must submit a written claim that identifies the shipment, asserts carrier liability, and requests payment of a specified or determinable dollar amount. Complete the formal-claim page of the form or send an equivalent written demand. File it with the appropriate carrier and copy Heroic. Retain proof of carrier receipt. Reporting only to Heroic or making a POD notation may not satisfy carrier filing requirements.

5 Supply supporting evidence

Include the BOL, POD, proof of cargo value, itemized affected quantities and calculation, photographs, inspection reports and any repair, salvage or disposal records. Provide temperature logs, police reports or packaging evidence when relevant. Establish your ownership or authority to claim, and disclose salvage credits, insurer payments and overlapping claims. Send available documents first and identify outstanding items; protect filing deadlines.

Heroic is the arranging broker. Claim coordination does not guarantee coverage, recovery or payment and does not establish liability. Invoice disputes are handled separately through the billing contact.



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Claims timing and settlement

Prompt incident reporting supports the investigation. Formal filing deadlines, carrier response requirements and Heroic service targets are different obligations.

Action	Timing
Incident report	Notify Heroic and the carrier promptly when damage or loss is discovered.
Heroic receipt acknowledgment	Target: within 1 business day of receipt. Call and resend if there is no response; do not allow a deadline to expire.
Heroic progress updates	Target: at least every 10 business days while actively coordinating, or sooner for material developments.
Carrier acknowledgment	Under applicable 49 CFR Part 370, within 30 days of a proper written claim unless paid or declined in writing during that period.
Carrier disposition	Within 120 days, pay, decline or make a firm written compromise offer. If unresolved, explain the status and delay in writing at 120 days and each following 60-day interval.

Protect your filing rights

Check the bill of lading, transportation contract and applicable law for the actual claim and lawsuit deadlines. Where 49 USC 14706 applies, a carrier cannot impose a claim-filing period shorter than 9 months or a lawsuit period shorter than 2 years from written disallowance of the claim or part of it. These are minimum permitted periods, not a universal filing deadline. Other transportation arrangements or valid contractual terms may need separate review.

Do not wait for an insurer, valuation report or Heroic response if a deadline is approaching. Submit a proper written claim with a specified or determinable amount to the proper carrier within the applicable period and retain delivery evidence. Insurance policies may require separate prompt notice.

6 Follow up and review the decision

Heroic coordinates communication and requests for evidence with the carrier, shipper and relevant insurers. Respond promptly and make freight available for inspection. Request the written decision or settlement offer and its basis. If disputed, submit additional evidence and request reconsideration; do not assume that reconsideration extends any deadline.

Settlement and salvage

Settlement must be accepted by the entitled claimant or its authorized representative. Review the amount, covered items, release terms, salvage disposition and payment instructions before accepting. Record payments and credits to avoid duplicate recovery. An insurer's coverage decision and a carrier's legal liability are separate questions.

References: 49 CFR Part 370 and 49 USC 14706. This process does not amend your agreement or waive legal rights.