



## CARGO CLAIMS

## BNSF Railway Company

P.O. Box 1738  
Topeka, KS 66601-1738

One Santa Fe Plaza  
920 SE Quincy Street  
Topeka, KS 66612-1116

1-800-333-4686  
Fax 785-435-4120

# CARGO LOSS & DAMAGE DOCUMENTATION & CLAIMS

*These instructions apply to claims for loss or damage to cargo. For instructions on other types of claims (freight overcharge, equipment, etc.), please refer to [www.BNSF.com](http://www.BNSF.com).*

### **At the time of unloading the cargo, consignee should:**

1. Note seal(s) condition and record seal number(s).
2. Verify count and conditions of cargo; make detailed damage or shortage notations on receiving record and take photographs.
3. If damage or shortage exists, notify the BNSF Product Recovery Team at 1-800-333-4686 Option 1.

### **If claim is to be filed:**

1. Know the terms of your Bill of Lading or Contract of Carriage.
2. Claim must be filed in writing within contractual time limitation, must identify shipment, and must make a demand for reimbursement of a specific amount.
3. Claim may be submitted electronically via Cargo Claims at [www.BNSF.com](http://www.BNSF.com). See instructions at <http://www.bnsf.com/ship-with-bnsf/support-services/cargo-loss-and-damage-claims.html>

### **Claim Documentation:**

1. Documentation submitted should
  - a. Establish that BNSF Railway shipped your cargo
  - b. Identify the specific loss or damage and cause
  - c. Establish the value of the cargo loss or damage(Documents may include bill of lading, receiving record, seal record, temperature record, scale weight, photos, invoice, manufactured cost, disposition, salvage. List is not all inclusive.)

For additional information on Cargo Claims, visit <http://www.bnsf.com/ship-with-bnsf/support-services/cargo-loss-and-damage-claims.html> , email [CargoClaims@BNSF.com](mailto:CargoClaims@BNSF.com), or call 1-800-333-4686 Option 2.

*Disclaimer: These instructions are intended to facilitate the filing of cargo claims. These instructions should not be interpreted as inclusive of all the requirements for proper claim filing and disposition nor should they be interpreted as an admission of liability or responsibility on the part of BNSF Railway.*