

# SUBMIT A CLAIM

Please follow steps below to submit a claim on Freightcom

You must submit a claim directly on our Freightcom platform, not with the carrier.  
We will process the claim on your behalf.

- 1 Login at [www.freightcom.com](http://www.freightcom.com)

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- 2 Click on the "Track" tab itself.

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- 3 Enter the BOL# number or tracking number in the "Tracking #" field under "Tracking Lookup."

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- 4 Click "Submit."

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- 5 You will see your shipment details.  
Click "Submit a claim" on the right-hand side of the screen.

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- 6 Enter all details including value of goods, description of the shipment and detailed claim information.

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- 7 Click "Save Claim."

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- 8 Now please upload copy of the invoice of what the product is worth and/or photos of the damage.

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**CLAIMED MERCHANDISE (SALVAGE) MUST BE HELD UNTIL CLAIM IS FINALIZED.**

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