

NOTICE TO CLAIMANTS

Claimants are requested to make use of this form for filing claims with DHX-Dependable Hawaiian Express, Inc. (carrier). Claims may be filed with the carrier's agent either at the point of origin or destination of shipment, or direct with our **Claims Department. Notice of all claims must be sent to DHX-Dependable Hawaiian Express, Inc., 19201 Susana Road, Rancho Dominguez, CA 90221 or faxed to 310-537-1400 attention to the Claims Department.** Claims will be considered properly presented only when the information and documents called for on the other side of this form have, as far as possible, been supplied.

Before presenting a claim on account of loss and/or damage, the following important information respecting claims should be given careful consideration:

1. The terms under which property is accepted and transported by DHX-Dependable Hawaiian Express are stated on the Bill of Lading issued by DHX-Dependable Hawaiian Express; also in tariffs and classification issued or subscribed to by the carrier. Persons intending to file claims should before doing so, examine the terms and conditions under which the property was accepted and transported.
2. Carriers and their agents are bound by the provisions of law, and any deviation there from by the payment of claims before the facts and measure of legal liability are established will render them, as well as the claimant, liable to fines and penalties by law.
3. In order that we may have an opportunity to inspect goods and thereby properly verify claims, any loss or damage discovered after delivery should be reported to the agent of the delivering line, as far as possible, immediately upon discovery, or within 72 hours after receipt of goods by consignee. When a unit (carton, box or pallet) shows no sign of damage, and damage or loss is noticed after the driver has left the premises, the recipient is responsible to report the loss or damage to the local DHX-Dependable Hawaiian Express office within 3 working days. If for whatever reason no inspection is made within 72 hours, please contact us again. Every attempt should be made to leave the unit and packaging materials as they were when the loss or damage was discovered. Unless notice of loss or damage is apparent, and the nature of such loss or damage is given in writing to DHX-Dependable Hawaiian Express before or at the time of delivery of the goods, DHX-Dependable Hawaiian Express shall deem that you received the goods in good condition, damage free.
4. It is a common practice for manufacturers and others to ship large quantities to key points for warehousing and later distribution to surrounding areas. In many instances, the original container is not opened and the contents examined before re-shipment to final destination. When this practice is followed, it is impossible to determine after delivery to final destination whether loss or damage of a concealed nature occurred before or after re-shipping. Consignees can usually expedite settlement by securing initial shipper's and warehouse's cooperation in supplying necessary billing reference so that shipment can be identified in handling with carriers rendering transportation to the distribution point.
5. It is unlawful for a carrier to charge or demand or collect or receive, any greater or less or different compensation for the transportation of property than the rates and charges named in tariffs lawfully on file. To refund or remit in any manner or by any device, any portion of the rates and charges so specified through the payment of fraudulent, fictitious or excessive claims for loss or damage to merchandise transported is as much a violation of law as is a direct concession or departure from the published rates and charges.

Our goal is to evaluate and complete action on your claim within 30 days of initial receipt. Your cooperation is necessary to properly evaluate your claim. Thank you in advance for helping us resolve this matter as quickly and expeditiously as possible.