



Cargo Claim Procedure

Notify your carrier that a damage or loss has occurred.

Notification of concealed damage must be reported within 3 business days of delivery or pick up

Any exterior damage must be reported prior to shipment leaving facility

Complete the attached Claim Form.

Copies of the following documents may also be required if applicable:

Estimate of repair

Independent survey

Condemnation or dumping certificate

Any other relevant information or documentation that pertains to the claim

The following supporting documents need to accompany the Claim Form:

Airway bill

Delivery receipt

Invoice highlighting the damaged/lost items

Photos of damages

Send ALL documents to the following address once completed.

Northern Air Cargo
3900 Old International Airport Road
Anchorage, AK 99502

Attn: Claims Department

***** Note: Damaged good must be retained for presentation at time of settlement *****