



J&S Transportation Damage Claim Policy:

- All damage claims must be reported immediately within 72 business hours by any Client after destination delivery to the J & S Damage Claims Manager at 406-259-1528.
- Clients reporting any damage are required to send pictures of the damaged area in addition to a photo of the entire vehicle prior to the start of any repairs. Photos must be of good quality with the damage clearly visible. Photos received by e-mail are preferred, send to damage@jandstransport.com or fax to 406-254-2759.
- The damage claim must include VIN#, Year, Make, Model, Color, Origin, and Destination.
- An estimate of repairs is required on all vehicles prior to starting repair work. Damage claims will be reviewed with all documentation and estimates for the best cost and quality in as timely a manner as possible. **Repairs are not to start until damage claim estimate is approved by J & S Damage Claims Manager.**
- Any damage claim that has had no response from a Client for over 30 days will be filed without further action and no payment will be issued for anything extending over three months.
- **Damage claims charges are independent of transportation fees and no money will be deducted from payment of transport invoice for damage per I.C.C. Regulations.**

J&S Transportation is not responsible or liable for claims of the following nature:

- Damage caused by leaking fluids, battery acids, cooling system solutions, industrial fall-out or fall-out resulting from Acts of God and/or Acts of Nature. These include but are not limited to sandstorms, hailstorms, wintertime conditions, tornadoes, and hurricanes.
- Articles left in vehicle. (i.e. after market stereos, phones, personal items)
- Damage or loss of loose parts or special equipment when not listed on the Bill of Lading and/or when not properly wrapped, stored or secured as to prevent loss or damage.
- Mechanical malfunctions exhaust assemblies, alignment, suspension, or tuning of engine, because inspections of these items are not practical at the time of shipment.
- Auto rental will not be honored.
- Damage caused by freezing of cooling system and/or batteries, protection from freezing will be furnished by and at the expense of the shipper.
- Damages to the exterior of a vehicle where the paint is not broken, paint scrapes 1" long or less or an isolated "chip" in the paint, or paint swirls, chips in windshields will only be repaired, flat tires or missing hubcaps.
- J&S Transportation will assume that you acknowledge and agree to these terms and conditions.

All of the policies and procedures listed above are subject to change with the approval of J&S Transportation Claims Manager.