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**PLEASE VERIFY BEFORE SENDING**

Unverified AI draft. Every fact must be checked against the records before use. It is not legal advice. Fill in every [ADD: …] placeholder, set the demand amount, confirm anything marked [VERIFY], and delete this box before sending.

- 2 citations could not be confirmed against the uploaded files (wrong page, or an amount or date not found on that page). They are marked [VERIFY: citation not confirmed].
- Demand amount and response deadline are placeholders. The $14,052.00 total in the claim table is the figure the client submitted on November 24, 2025. I added the line items from the bills and the figure matches, but please check the arithmetic and confirm it is still the amount the client wants.
- The consignee short-paid the invoice by $15,950.00 for 11 damaged tables, but the claim seeks full invoice value for 6 tables and refinishing for 5. Please confirm the claim does not overlap with any amount the client may later recover from the consignee, and that freight on the whole shipment is recoverable as the client wants [firm notes].
- Salvage is based on a bid ($90.00 per table from Ridgeview Surplus). The records do not show that the 6 tables were sold, who holds them, or whether the carrier has asked to inspect them.
- The inspection report refers to 24 photos "attached as pages 3 to 6" and the bill of lading refers to a rate confirmation "page 2". Neither was in the files received (each file has 1 page). The photos are not cited, and the freight charges and liability terms are cited only to bill_of_lading.pdf p.1.
- The carrier says the shipper loaded the freight. The bill of lading as received has no "shipper load and count" notation. Whether the client's dock single-stacked the pallets rests on Colin Matteson's January 14, 2026 email; please obtain any loading photos or records. Different drivers appear at pickup (R. Vasquez) and delivery (T. Gaskin).
- [VERIFY] items: the deadline for a written cargo claim, the carrier liability limit, and the Carmack Amendment reference. The shipment moves from Missouri to Colorado, so I treated it as interstate. The Missouri intrastate rule is not used.
- Recipient name, street address, delivery method, firm address, phone, email and letter date are not in the sources and are placeholders. Confirm whether to address Jenna Whitlow (Claims Analyst) by name.
- Status is stated as of February 16, 2026 (the last date in the records). Update it if there has been any contact since.

Lindqvist Barlow LLC
[ADD: firm street address]

[ADD: city, state ZIP]
[ADD: phone] · [ADD: email]

[ADD: date]

VIA [ADD: delivery method]

Redline Prairie Freight LLC
Attn: Claims Department (Jenna Whitlow, Claims Analyst)
[ADD: street address]
[ADD: city, state ZIP]

**Re: Cargo Damage Claim No. RPF-C-20931 – Ozark Hollow Furniture Works LLC – PRO No. RPF 4471902 / BOL No. OHF-25-1187 – Delivered November 17, 2025**

Dear Claims Department:

**Introduction**

We represent Ozark Hollow Furniture Works LLC ("Ozark Hollow") regarding shipment PRO No. RPF 4471902 (Bill of Lading No. OHF-25-1187) from Ozark Hollow's facility in Pell Creek, Missouri, to Aspen Gate Home Interiors in Silver Mesa, Colorado [bill_of_lading.pdf p.1]. Please direct all further communication about this claim to our office.

**The shipment**

On November 12, 2025, Redline Prairie Freight LLC ("Redline Prairie") took the shipment under a straight bill of lading naming Ozark Hollow as shipper and Aspen Gate Home Interiors as consignee. Freight was billed to the shipper, prepaid [bill_of_lading.pdf p.1]. The shipment was 18 crated Harvest 84 solid walnut dining tables on 9 pallets, weighing 6,840 lbs [bill_of_lading.pdf p.1]. The declared value was $1,450.00 per piece, or $26,100.00 in total [bill_of_lading.pdf p.1]. The bill of lading carries the special instructions "Do not double stack. Keep dry. Tarp required if flatbed." [bill_of_lading.pdf p.1]. The rate confirmation states total freight of $3,692.00 (line haul $3,280.00 plus fuel surcharge $412.00) and "Carrier liability: full declared value as shown on this bill of lading" [bill_of_lading.pdf p.1].

The carrier's driver, R. Vasquez, signed the bill of lading for Trailer 5318. The bill records "Pieces received by carrier: 18, no exceptions noted" [bill_of_lading.pdf p.1].

At delivery on November 17, 2025, at 2:40 p.m., the consignee's receiving lead, Mara Ellison, wrote these exceptions on the delivery receipt: "Pallets double stacked. 6 crates crushed. Water on trailer floor. Tables stained. Accepted subject to inspection." [delivery_receipt_and_inspection.pdf p.1]. The driver at delivery was T. Gaskin [delivery_receipt_and_inspection.pdf p.1].

**The loss or damage**

On November 19, 2025, Paul Underhill of Summit Line Cargo Surveyors inspected the shipment at the consignee's warehouse. He reported the following [delivery_receipt_and_inspection.pdf p.1]:

- Crates on 3 pallets showed top crush damage consistent with a second pallet stacked on top.
- 6 tables had split or cracked tabletops and are not repairable.
- 5 additional tables had water staining and raised grain on the tops and legs. A local shop estimated refinishing at $310.00 per table.
- 7 tables were undamaged.
- The trailer floor was wet at delivery, according to the consignee's photographs.

The inspector reported that the best salvage bid for the non-repairable tables was $90.00 per table from Ridgeview Surplus, and that his inspection fee was $650.00, invoiced to the shipper [delivery_receipt_and_inspection.pdf p.1].

In a note dated November 21, 2025, the consignee refused payment for the 11 damaged tables and short-paid Ozark Hollow's Invoice No. 25-3360 by $15,950.00 [invoice_and_claim.pdf p.1].

The shipment was damaged while in Redline Prairie's custody. The bill of lading shows 18 pieces received with no exceptions [bill_of_lading.pdf p.1]. The delivery receipt records crushing consistent with double stacking and water on the trailer floor, in a trailer under Redline Prairie's control [delivery_receipt_and_inspection.pdf p.1].

**Claim history**

Ozark Hollow submitted a written claim by email to claims@redlineprairie.example on November 24, 2025, with copies of the bill of lading, delivery receipt, inspection report and photographs [invoice_and_claim.pdf p.1]. On December 3, 2025, Jenna Whitlow of your claims department acknowledged the claim as No. RPF-C-20931, stated that "[o]ur driver reports the shipment was loaded by the shipper," and said Redline Prairie was reviewing the claim [invoice_and_claim.pdf p.1].

On January 14, 2026, Ozark Hollow responded that its dock loaded the pallets single stacked as the bill of lading required and that Redline Prairie's driver signed with no exceptions. It asked for a decision [invoice_and_claim.pdf p.1]. As of February 16, 2026, Redline Prairie had not responded further [invoice_and_claim.pdf p.1].

**Basis of liability**

Claims against an interstate motor carrier for loss or damage to goods in transit are generally governed by federal law, including the Carmack Amendment. [VERIFY: Carmack Amendment citation and the carrier's liability standard] Ozark Hollow submitted its written claim within [ADD: number of days] days of delivery. [VERIFY: deadline to file a written cargo claim under

the bill of lading and federal law] The bill of lading states that carrier liability is the full declared value [bill_of_lading.pdf p.1]. [VERIFY: carrier liability limit in the bill of lading or tariff]

**Claim**

| Item | Quantity | Amount | Source |
|---|---|---|---|
| Non-repairable tables, invoice value | 6 at $1,450.00 | $8,700.00 | [invoice_and_claim.pdf p.1]; [delivery_receipt_and_inspection.pdf p.1] |
| Refinishing of water-stained tables | 5 at $310.00 | $1,550.00 | [delivery_receipt_and_inspection.pdf p.1] [VERIFY: citation not confirmed]; [invoice_and_claim.pdf p.1] |
| Independent inspection fee (Summit Line Cargo Surveyors) | 1 | $650.00 | [delivery_receipt_and_inspection.pdf p.1] |
| Freight charges, freight bill RPF 4471902 (paid December 1, 2025) | 1 | $3,692.00 | [invoice_and_claim.pdf p.1] |
| Less salvage credit | 6 at $90.00 | -$540.00 | [delivery_receipt_and_inspection.pdf p.1] [VERIFY: citation not confirmed]; [invoice_and_claim.pdf p.1] |
| **Total (as read from the bills)** | | **$14,052.00** | [invoice_and_claim.pdf p.1] |

**Demand**

We demand payment of [ADD: demand amount] by [ADD: response deadline].

We also ask that Redline Prairie:

- Acknowledge this demand in writing by the same date.
- Preserve all records relating to this shipment. These include dispatch, loading and trailer assignment records for Trailer 5318, driver statements and logs for R. Vasquez and T. Gaskin, any photographs, tracking or telematics data, and all communications about Claim No. RPF-C-20931.

If we do not receive a response by that date, Ozark Hollow will consider its available remedies. [ADD: any further steps the firm wishes to state]

Sincerely,

Gregory T. Barlow
Lindqvist Barlow LLC