Dear Valued Customer,

We’d like to apologize that you found it necessary to contact us regarding your recent shipment. Every effort will be made to expedite your service failure request within 30 days after it is received by our Cargo Network Support team. Any determinations are based on our service guarantees, which can be found online at www.alaskacargo.com under Services.

Instructions:

1. Print the Service Failure Charge Adjustment Request form on page 2;
2. Please type or print legibly;
3. Complete the request form in full;
4. Only the shipper, consignee or third-party billing representative (whoever actually paid the freight charges) may file this request.

When the Service Failure Charge Adjustment Request form is completed, we suggest you make a copy for your records. Send the original via US Mail, e-mail or fax to:

Cargo Network Support – SEAFZ
PO Box 68900
Seattle, WA 98168-0900

Email: ccsupport.claims@alaskaair.com

Fax: (206) 392 - 7825

Please contact us if you have any questions or concerns.

Sincerely,

Cargo Network Support
(800) 225 2752

www.alaskacargo.com
www.horizoncargo.com
# Service Failure Charge Adjustment Request

**Service failure filed by:**  

**Air Waybill Information:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today’s Date</td>
<td></td>
</tr>
<tr>
<td>Claimant</td>
<td></td>
</tr>
<tr>
<td>Mailing Address</td>
<td></td>
</tr>
<tr>
<td>City, State, Postal Code</td>
<td></td>
</tr>
<tr>
<td>Contact Phone Number</td>
<td></td>
</tr>
<tr>
<td>Air Waybill Number</td>
<td></td>
</tr>
<tr>
<td>Air Waybill Tender Date</td>
<td></td>
</tr>
<tr>
<td>Date Shipment Received</td>
<td></td>
</tr>
<tr>
<td>Total Shipping Charges</td>
<td></td>
</tr>
</tbody>
</table>

**Reason for Request:**

- [ ] My shipment did not move on its booked flight.
- [ ] My GoldStreak shipment was not available for delivery within 2 hours of the flight’s scheduled arrival time.
- [ ] My Priority shipment was not available for delivery within 6 hours of the flight’s scheduled arrival time.
- [ ] Other (please explain):
  
  __________________________________________
  
  __________________________________________

All refunds will be credited/refunded back to the form of payment used to pay the freight charges.

All requests need to be filed by the customer within seven (7) days of the service failure.

GoldStreak and Priority guarantees exclude delays or cancellations due to air traffic control difficulties, weather, weight and balance, or acts of God. Other restrictions may apply.