

Your Guide to Coping with Freight Reclassification



As a shipper, you probably have run into situations where — despite having exercised all due diligence — your shipment has been reclassified by a carrier and an additional fee has been tacked on. Just remember that you have options. Here is a quick guide on potential next steps.



What do I do if my freight gets reclassified?

Sometimes, despite your best efforts, a freight reclass can happen and result in additional fees. In this situation, you have two paths to follow: pay the fees or dispute the reclassification.

Ask yourself the following questions to determine the best way forward:

Is the fee large?

If your reclassification fee is relatively small, it may not be worth the time and trouble of disputing the reclassification.



Do you have the time and energy to engage in a dispute with the carrier?

Disputes can be stressful and time-consuming. Make sure the bandwidth and resources a dispute will require of you are worthwhile. Keep in mind also that time is of the essence in a dispute — if you're going to file a dispute you should do so right after a reclass to increase your chances of success.



Do you have proof that the reclassification was unnecessary?

If you have documentation such as a packing list and product specification sheet that demonstrates the correct class was entered, it may be worthwhile to dispute the reclassification. If you can demonstrate that your scale is properly calibrated or if you have photographs of your shipment, you may also have a stronger case for a dispute.



Pick the right partner

If you decide to enter into a dispute with the carrier, or you're just working to avoid freight reclassification in the first place, having an expert third-party logistics (3PL) partner at your side will be invaluable.

Worldwide Express has helped tens of thousands of small to medium-sized businesses (SMBs) navigate all aspects of their freight shipping. Our team of experts has decades of experience in offering support on proper freight classification, dealing with every step of a dispute and other tricky aspects of freight pricing.

Let our team of shipping pros create a [complimentary, customized freight quote](#) for your business today!

 wwex.com