



STANDARD CLAIM PROCEDURE

- 1) All claims or intents to claim must be made in writing to attention OS&D.
- 2) The following documents must accompany the claim:
 - a) Original supplier invoice showing your cost of the shipment.
 - b) Copy of Original bill of lading signed at shippers.
 - c) Final proof of delivery.
 - d) Itemized invoice outlining loss or damage to the shipment.
 - e) Copy of original paid freight bill.
- 3) Damages or shortages must be explicitly noted on the proof of delivery when such delivery is made. The following notations are not acceptable and will not entitle you to file a claim:
 - a) Subject to Inspection.
 - b) Possible Shortage.
 - c) Possible Damage.
- 4) Concealed Damage claims must be reported without delay to Willy's Trucking Services OS&D. When concealed damage is noted, stop unpacking, notify Willy's Trucking Services immediately and request an inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection by Willy's Trucking Services.
- 5) Time Limit for Filing Claim:
 - a) Damage claims must be filed within 60 days from delivery.
 - b) Shortage claims must be filed:
 - i. Part of shipment lost – 60 days.
 - ii. Complete shipment lost – 9 months.
- 6) Valuation Clauses
 - a) Willy's Trucking Services' liability is **LIMITED TO \$2.00 / LB, UNLESS THE VALUE OF THE LOST OR DAMAGED FREIGHT IS STATED ON THE BILL OF LADING, AND ADDITIONAL INSURANCE HAS BEEN ARRANGED AT THE TIME THE ORDER WAS PLACED WITH WILLY'S TRUCKING SERVICES.**
 - b) When a declared value is shown, we are liable for an amount up to the value declared, providing proper invoices are supplied to verify this value.
 - c) Claims less than \$10.00 will not be honored. Administrative costs and following up on such claims would normally exceed the amount of recovery for the customer. Carriers' position is that filing and processing such claim is not economically prudent for any of the parties.
- 7) A carrier is liable only for the value of the goods at the time of shipping. A carrier is not liable for overhead expenses, lost profits, administration fees, etc.
- 8) Shipments must be checked according to the carrier's pro bill and/or the original shipper's bill of lading, not the packing list.
- 9) Carriers are not liable for goods shipped at "Owner's Risk of Damages", "Shippers Load and Count" or for goods not properly crated packaged. This type of claim should be filed with your supplier.
- 10) Salvage on damaged goods must be retained by the customer for inspection. In the event a claim is paid the salvage will then be given to the carrier.
- 11) The failure of a claimant to act upon a written request for documentation, freight charge payment, claim amendment, salvage request or return a proof of loss statement within thirty (30) days from the date of written request will cause the claim to be denied and it shall not be reopened.



FORM FOR PRESENTATION OF LOSS OR DAMAGE CLAIM

TO: **WILLY'S TRUCKING SERVICE**
 Unit #303, 12232 - 156 St.
 Edmonton, AB T5V 1E6

This claim for \$ _____
 is made against your company for

- Damage Loss
 Damage noted after opening
 packaging

in connection with the following
 described shipment.

DATE (mm/dd/yyyy): _____

FREIGHT BILL NUMBER: _____

SHIPPER NAME: _____

POINT SHIPPED FROM: _____

DATE OF BILL OF LADING: _____

CONSIGNEE NAME: _____

DATE OF DELIVERY: _____

DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED HAS BEEN DETERMINED

(Number and description of articles, nature and extent of damage, invoice price of articles, amount of claim etc.
 ALL DISCOUNTS AND ALLOWANCES MUST BE SHOWN)

NMFC Item # of commodity lost or damaged		TOTAL AMOUNT CLAIMED

COPIES OF THE FOLLOWING DOCUMENTS ARE SUBMITTED IN SUPPORT OF THIS CLAIM:

- Original Bill of lading
- Original Invoice
- Shipper Concealed Loss or Damage Form
- Other Particulars Obtainable in Proof of Loss or Damage Claimed
- Photos of Packaging
- Photos of Damage

FURTHER DETAILS OR REMARKS:

NAME OF PERSON SUBMITTING CLAIM: _____

COMPANY: _____ TELEPHONE: _____

EMAIL: _____ DATE: _____

SIGNATURE: _____