



## STANDARD FORM FOR PRESENTATION OF LOSS AND DAMAGE CLAIMS

<b>Date:</b>	<i>(mm/dd/yyyy)</i>	<b>Bill of Lading (PRO#):</b>	<i>sample format TOR 123456 3</i>	
<b>Customer Reference Number:</b>				
<b>This claim for</b>	<i>(amount of claim)</i>	<b>is made against the carrier named above by:</b>		<i>(name of company submitting the claim)</i>
<b>Address:</b>	<i>(street)</i>	<i>(city)</i>	<i>(province)</i>	<i>(postal code)</i>
<b>Contact Name:</b>		<b>Telephone:</b>		<b>Extension:</b>
<b>Email Address:</b>				
<b>Claim Is For:</b>	<b>Loss</b>		<b>Damage</b>	
<b>Description of Shipment:</b>				
<b>Name of Shipper:</b>		<b>Telephone:</b>		<b>Ext.</b>
<b>Name of Consignee:</b>		<b>Telephone:</b>		<b>Ext.</b>
<b>If claiming for damage, can the item(s) be repaired, used or sold at a discount?</b>		<b>Yes</b>	<b>No</b>	
<i>If not possible, please explain</i>				
<b>Has quality control/quality assurance testing been completed?</b>		<b>Yes</b>	<b>No</b>	
<i>If not possible, please explain</i>				
<b>DETAILED STATEMENT SHOWING HOW CLAIM AMOUNT IS DETERMINED</b>				
<i>(number and description of articles, nature, and extent of loss or damage, cost invoice price of articles, amount of claim, etc.)</i>				
<b>Freight Charges Being Claimed</b>				
<b>Total Amount Claimed</b>				
<b>IN ADDITION TO THE INFORMATION ABOVE, PLEASE PROVIDE THE FOLLOWING DOCUMENTS IN SUPPORT OF THIS CLAIM</b>				
<b>Bill of Lading</b>		<b>Copy of Claimant's Cost Invoice</b>		
<b>Paid Freight Bill (if applicable)</b>		<b>Copy of Repair Bill (if applicable)</b>		
<b>Proof of Delivery</b>		<b>Other relevant supporting documentation</b>		
<small>Maximum liability of \$2.00/LB or \$4.41/KG for shipments originating in Canada.; or USD \$25.00/lb per piece up to USD \$100,000 per occurrence for shipments originating from the United States. As per section 5 (1)[c] of Terms &amp; Conditions, excess valuation coverage (declared value) Not Applicable on shipments to or from the United States. Please see reverse side for additional terms and conditions. The customer must retain damaged goods until such time as claim is settled. Please note that all claims will be acknowledged within 30 days of receipt.</small>				