



CLAIM FORM

Submit claims to: claims@cdlogistics.ca

Current Date: (mm/dd/yyyy)	Ship Date: (mm/dd/yyyy)	C&D BOL#	Customer PO#			
Shipper:	Address:					
	Phone Number:	Email Address:				
Consignee:	Address:					
	Phone Number:	Email Address:				
Description of Incident:						
Check reason for this claim submission:	<input type="checkbox"/> Lost	<input type="checkbox"/> Damaged	<input type="checkbox"/> Short Shipped	<input type="checkbox"/> Concealed Damage	Claim Value: \$	_____
Additional documents required:	<input type="checkbox"/> Photos of damage	<input type="checkbox"/> Itemized list of missing product	<input type="checkbox"/> Repair invoice	<input type="checkbox"/> Supplier invoice	<input type="checkbox"/> Replacement cost invoice	
	<input type="checkbox"/> Other _____					

Claimant Company Name: _____ Phone Number: _____ Email Address: _____

Signature: _____

IMPORTANT: Do not dispose of the damaged freight as the carrier will request photos or have an insurance adjuster come and assess for the damages and salvageable value.

We thank you for having C&D Logistics as your forwarder; we appreciate your business and will make every effort to settle your claim in a fair and timely manner.

INSTRUCTIONS FOR SUBMITTING CLAIMS WITH C&D LOGISTICS:

1. You must first fill out a claims form and submit it back to us. Please also provide all corresponding documentation. If there are forms that you cannot provide please indicate.
2. We will submit a letter of intent on any claim processed in our office. If you request a copy for your records one will be provided to you.

The claims process can take several weeks to several months in order to adjudicate we know the frustration that can occur. We ask for 48 hrs in order to meet the requirements of each individual carrier.

There are several different claim types: loss of goods, damaged goods, and short shipped. In each scenario we will require a supplier's invoice, or the cost of product to be repaired or replaced.

No claim will cover taxes of any kind.

If a POD is signed for by the consignee free and clear, the chance of reaching a verdict in our favor is un-likely. Please make sure that your customer (consignee) is aware not to sign unless they are satisfied with the conditions of all goods.

GUIDELINES WHEN COLLECTING DOCUMENTATION FOR A CLAIM:

1. Provide as much information as possible -- photos, BOL, and invoice.
2. For faster results, have all documentation ready when submitting.
3. Do not dispose of the damaged freight as the carrier will either request photos, or have an insurance adjuster come by to assess for damages and salvageable value.

The following documents must accompany the claim:

- a) Original supplier's invoice showing the value of the shipment;
- b) Original bill of lading;
- c) Final proof of delivery;
- d) Itemized invoice outlining loss or damage to the shipment;
- e) Copy of original paid freight bill.

DAMAGES OR SHORTAGES

Damages or shortages must be explicitly noted on the carrier's 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.

Concealed Damage claims must be reported without delay to the carrier. When concealed damage is noted, stop unpacking, notify the carrier immediately and request an inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection by the carrier.

TIME LIMIT FOR FILING CLAIM

Damage claims must be filed within 60 days from delivery.

Shortage claims must be filed:

- i) Within 60 days if part of a shipment is lost
- ii) Within 9 months if a complete shipment is lost.

VALUATION CLAUSES

A carrier's liability is restricted to \$2.00/lb when no value is declared on the bill of lading at time of shipping.

A carrier is liable only for the value of the goods at time of shipping. A carrier is not liable for overhead expenses, lost profits, administration fees, etc.

Shipments must be checked according to the carrier's pro bill and not the packing slip.

Carriers are not liable for goods shipped at "Owner's Risk of Damages" or for goods not properly crated or packaged. This type of claim should be filed with your supplier.

Salvage on damaged goods must be retained by the customer in the event a claim is paid. The salvage will then be given to the carrier.