



CUSTOMER CLAIMS PROCEDURE

By following the instructions below, your claims can be handled quickly and efficiently by the Direct Right Cartage Claims Department

At Direct Right Cartage we are constantly attempting to improve our freight handling techniques to minimize the possibility of shortage or damage occurring to your freight. However, in the event that you are involved with a 'claim', we have prepared the following guidelines to assist you in helping us resolve it. If you follow these guidelines, your claim will be processed with a minimum of delay.

1. INSPECT AND COUNT FREIGHT CAREFULLY:

When freight arrives at your premises, count it and inspect it thoroughly before signing the Proof of Delivery. If there are any shortages or damages, make sure they are described in full on the delivery receipt. DO NOT sign as 'Subject to Inspection' or 'Cartons Open', as this does not describe the freight damage or shortage.

2. CONCEALED DAMAGES / SHORTAGES:

If the cartons/cases appear to be in good condition, but upon opening, you find concealed damages/shortages to the contents, contact Direct Right Cartage *within 48 hours after delivery*. If contents are damaged, please request that an inspection of the freight be performed and make sure that all packaging material is retained until the inspection has been completed.

3. 60-DAY TIME LIMIT FOR FILING CLAIMS:

If your freight has been received and noted on the delivery receipt with a shortage or damage, you have 60 days in which to notify us of your claim. This notification must be in writing. An Inspection Report or a notification of the 'Proof of Delivery' does not constitute notice of a claim.

4. SUBMITTING CLAIMS:

When submitting a claim, please ensure the following documents are included:

- a) The invoice to Direct Right Cartage is the ACTUAL CLAIM. The claim cannot be processed without this invoice. The invoice shall detail how the amount was determined and shall be forwarded either to the local Direct Right terminal or to: Direct Right Cartage, Claims Department, 396 Clarence Street, Brampton, Ontario, L6W 1T5, e-mail: claims@directrightcartage.com.
- b) Copy of the Inspection Report, if applicable;
- c) Copy of the Original Invoice from the supplier or customer confirming the value of the goods at the time of shipping;
- d) Copy of the Original Bill of Lading or Proof of Delivery.

5. RETAIN DAMAGED GOODS:

All damaged goods must be retained at the consignee until the claim is settled. Failure to retain damaged freight could result in claim denial. If possible, a salvage credit should be applied against the claim.

6. WHAT DIRECT RIGHT CARTAGE WILL DO:

Once we have received your claim, we will issue a Claim Acknowledgment for all claims. Please keep this form handy for future reference when inquiring about your claim. We will then investigate and advise you, as soon as possible, as to the outcome. Please understand that the investigation sometimes takes a while, but we try to settle all claims within a reasonable time frame (approximately 25-30 business days).

7. LIABILITIES

Any used items will be shipped at owner's risk and will not be accepted with insurance. Maximum liability is \$0.50 per pound.

Freight invoice must be paid prior to payment of a claim.

Freight replaced / returned by another carrier, must be approved by the Claims Manager prior to shipping.

Items that are not recoverable, such as loss of sale, administration fees, hotel rooms, mileage, travel expenses, **storage charges** will not be paid.

Labour charges will be paid at a maximum of \$100.00 per hour.



LOSS OR DAMAGE CLAIM FORM

396 Clarence St, Brampton, ON L6W 1T5
Fax # 905-874-0884 Tel: 877-238-4159
Email to: claims@directrightcartage.com

Today's Date: _____

Ref Claimant #: _____

Direct Right Pro Bill #: _____

CLAIMANT INFORMATION:

** If different from Claimant Pay:*

Claimant Name: _____

(Payable To *)

Mailing Address: _____

City / Postal Code: _____

Print Contact Name: _____

Telephone: _____ E-mail Address: _____

TYPE OF CLAIM:

- | | | |
|--|--|---|
| <input type="checkbox"/> NO FREIGHT | <input type="checkbox"/> VISUAL DAMAGE
<i>(noted on the delivery receipt)</i> | <input type="checkbox"/> CONCEALED DAMAGE
<i>(discovered after delivery within 48 hours)</i> |
| <input type="checkbox"/> FROZEN/THAWED | <input type="checkbox"/> SHORTAGE
<i>(noted on the delivery receipt)</i> | <input type="checkbox"/> CONCEALED SHORTAGE
<i>(discovered after delivery within 48 hours)</i> |

DETAILED STATEMENT SHOWING HOW CLAIM IS DETERMINED:

PIECES	PART #	PART DESCRIPTION	NEW	USED	AMOUNT

TOTAL AMOUNT CLAIMED FUNDS	\$	US <input type="checkbox"/>
		CDN <input type="checkbox"/>

SALVAGE: *Failure to retain all claimed freight, including parts, for carrier disposition may result in claim denial.*

Salvage Freight is available at (address): _____

Contact: _____ Phone#: _____

- ORIGINAL COST INVOICE – Proof of purchase cost or photocopy showing all discounts (Please include the entire invoice. **NOTE** – HST/GST/PST not paid on Claims)
- REPAIR INVOICE – Detailed repair invoice showing breakdown of parts utilized and rate per hour (maximum \$100/hour).
- INSPECTION REPORT – If applicable
- SHIPPING CHARGES – Proof of payment with claim.

PLEASE ALLOW 25-30 DAYS TO PROCESS AFTER RECEIPT

Claimant's Name:

Date: