



HEAD OFFICE: 1200 CARRICK STREET, THUNDER BAY, ONTARIO P7B 5P9 TELEPHONE: (807) 623-0054

Guide to Loss and Damage Claims

Shipper's Responsibilities

To prevent loss and damage during normal transportation handling, the shipper has the following responsibilities:

- Proper packaging.
- Proper markings on the packaging.
- Proper description on the shipping papers.

Recipient's Responsibilities

As the recipient, you must carefully identify and document loss and/or damage on the delivery receipt at time of delivery.

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.

There are two types of loss or damage:

- Visible or noted loss or damage.
- Concealed loss or damage.

Visible or Noted Loss or Damage

Visible loss or damage is apparent at the time of delivery and should be noted. Noted loss or damage is recorded in detail on the delivery receipt.

When recording loss or damage, please use specific details and try to avoid general or generic terms such as "box damaged" or "torn". This type of notation does not provide adequate support for your claim.

Concealed Damages: If the cartons/cases appear to be in good condition, but upon opening you find concealed damages/shortages to the contents, contact McKeVitt Trucking within 48 hours. 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.

Please note: A notation of “subject to inspection,” by itself, is not considered a valid notation of loss or damage.

Claim Filing

Liability for loss or damage will be based on the lesser of \$2.00 per pound or the cost of the goods. The liability is based only on the actual weight of the lost or damaged freight with a maximum of \$50,000.00 per shipment.

Claims will be waived on freight not properly addressed or labeled with the consignees name and address.

Claims under \$50.00 will not be processed or paid.

LIABILITIES Any used items will be shipped at owner's risk and will not be accepted with insurance. Maximum liability is 50 cents per pound. Freight invoice must be paid prior to payment of a claim.

Notice of Claims

60-DAY TIME LIMIT FOR FILING CLAIMS: If your freight has been received 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.

All claims must be submitted in writing on customer's invoice (letterhead)

All claims should include:

- **The freight bill number.**
- **Copy of the delivery bill confirming the damage or shortage**
- **Explanation of loss and/or damage.**
- **Dollar amount being claimed.**
- **Claimant's contact information (name, address, telephone, fax and e-mail).**
- **A copy of the original vendor invoice – this is the original invoice issued to the consignee or third party for the merchandise shipped.**
- **Pictures of damage & packaging**

Other information may be necessary, including (but not limited to):

- An explanation of why merchandise cannot be repaired or retained with an allowance as well as a contact name and telephone number to arrange salvage pickup of merchandise claimed as a total loss.
- A breakdown of the labor (number of hours, cost per hour) and itemized detail of the claimant's cost of parts if merchandise has been repaired.
- Weight of the merchandise claimed if it is released value freight, or subject to maximum liability limitations.
- For partial or complete shortages:
 - A charge back issued by the recipient.
 - A credit memo from the shipper.

Providing this information when a claim is filed will greatly reduce the administrative costs for both the claimant and the carrier. Also, complete claims are more likely to be finalized in a timely manner, increasing customer satisfaction.

If merchandise is being claimed as a total loss, it must be retained as salvage until payment is made, or the carrier advises otherwise. Failure to retain salvage or properly notify the carrier may result in amendment or declination of the claim.

Claims are to be submitted to McKeivitt trucking Limited, Attention Claims Department, 1200 Carrick St., Thunder Bay, ON P7B 5P9

You may also email your completed claim to:

claims@mckevitt-trucking.com