



TOTAL LOGISTICS CONTROL INC.

Cargo Claims

Attached is the procedure for handling OS & D freight claims.

Damage

- 1) If freight is delivered damaged, be specific as to what is damaged (identify), and write that on delivery receipt.
- 2) Call the Total Logistics Control OS & D department and arrange for an inspection of the damaged freight.
- 3) Hold all the packaging the freight came in so the inspector can verify the cause and extent of the damage. Failure to retain packaging could lead to claim declination.
- 4) To expedite the claim process, include the following within 30 days following delivery:
 - A letter indication what you are claiming for, the amount of the claim, and reference to the transport Pro # or Order #.
 - Copy of supplier's invoice.
 - Copy of delivery receipt or bill of lading

Shortages

- 1) If freight is delivered short, make a notation on the delivery receipt and be specific as to what goods are not received.
- 2) Contact Total Logistics Control OS & D department and inform them of the shortage. Total Logistics Control will immediately search for your missing freight.

Concealed

- 1) If the damage or shortage is concealed and discovered after you sign the delivery receipt, contact Total Logistics Control within 48 hours of delivery.

Forward your claim to:

Total Logistics Control
O, S & D Department
200 Loyola-Schmidt
Vaudreuil-Dorion, QC
Phone (450) 424 – 1700
Fax (450) 424 - 7008

Definition of a Cargo Claim

A cargo claim is a **written demand** for compensation from a carrier for loss or damage to goods, which is alleged to have been caused by that carrier. The carrier however, will not be liable for loss or damage unless it is noted on the carrier's copy of the *Proof of Delivery* and a written notice to this effect is given to the carrier within the following time frames:

Origin Canada

- Damage or shortage on origin Canada (Domestic or International) shipments – **60 days from date of delivery.**
- Failure to deliver an entire shipment – **9 months from date of pick – up.**
- **Note:** Concealed damage must be reported to the carrier within 48 hours from the date of delivery.
- **Declared Value** – Unless the value of the shipment is stated on the Bill of Lading, the goods are released for carriage at a value not exceeding \$2.00 per pound. All claim settlements, even if a value is declared, are the subject to the terms and conditions of the Standard Bill of Lading.

Origin U.S.A. International

- Damage or shortage on USA Int'l shipments – **9 months from the date of delivery.**
- Failure to deliver partial or full shipment – **9 months from date of pick – up.**
- **Note:** Concealed damage – The carrier must inspect within five business days or, if waived, the claimant must conduct their own inspection.
- **Declared Value** – Unless the value of the shipment is stated on the Bill of Lading, the goods are released for carriage at a value not exceeding \$25.00 per pound, or at a released value as outlined in the National Motor Freight Classification 100 – v.

Some Important Facts Concerning Freight Claims

- In the event of damage, the carrier must be notified and provided an opportunity to inspect the goods.
- GST and HST are not applicable on freight claims.
- Freight charges on the shipment must be paid before the claim is processed.
- Salvage must be retained and made available to the carrier upon settlement of the claim.
- A notation of “Subject to Inspection” on a delivery receipt is not verification of damage being in existence at the time of delivery. All instances of concealed damage have the right of inspection, however visible damage must be specifically noted as such.