



CLAIM FILING PROCEDURE

SUBMIT ALL CLAIMS TO:

First Team Transport Ltd
2450 Stanfield Rd
Mississauga, Ontario L4Y 1S2
Att: Claims Dept.

1. All claims or intent to claim must be made in writing to our company.
2. 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 or repair quote outlining loss or damage to the shipment and or property damage repairs required
 - e) Copy of original paid freight bill
3. **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
4. **Customer Property Damage** claims must be filed with 24 Hours of incident. All customer property damage claims will require site inspection by First Team Transport
5. **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.
6. **Time Limit for Filing a Claim:**
 - a. Damaged claims must be filed within 60 days from date of delivery
 - b. Shortage claims must be file
 - 1) Part of shipment lost - 60 days
 - 2) Complete shipment lost - 9 months
7. **Valuation Clauses**
 - a) A carrier's liability is restricted to \$2.00/lb
8. 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.
9. Shipments must be checked according to the carrier's pro-bill and not the packing slip.
10. 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.
11. The customer must retain damaged goods until such time as their claim is settled. The goods will then be made available to carrier for salvage purposes.



STANDARD FORM FOR PRESENTATION OF LOSS AND DAMAGE CLAIMS

Attention: CLAIMS DEPARTMENT

_____ Date

_____ Bill of Lading (Pro#)

This claim for \$ _____ is made against the carrier named above by _____
 (Amount of Claim) (Name & Address of Claimant)

Claim is for LOSS / DAMAGE (Circle to indicate)

Description of shipment _____

Name & Address of Shipper _____

Name & Address of Consignee _____
 (If different from Claimant)

DETAILED STATEMENT SHOWING HOW CLAIM AMOUNT IS DETERMINED

(Number and description of articles, nature and extent of loss or damage, invoice price of articles, total amount of claim etc.)

_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

Total Amount Claimed \$ _____

IN ADDITION TO THE INFORMATION GIVEN ABOVE, PLEASE PROVIDE THE FOLLOWING DOCUMENTS IN SUPPORT OF THIS CLAIM

- Bill of Lading
- Paid Freight Bill (if applicable)
- Proof of Delivery
- Copy of Original Cost invoice verifying claim amount
- Copy of Repair Bill (if applicable)
- Other Relevant supporting documentation

Note: Carrier liability limited to \$2.00/lb. The customer must retain damaged goods until such time as claim is settled.

