



STANDARD CLAIMS PROCEDURE

- 1) All claims or intents to claim must be sent to dispatch@safetransportinc.ca
- 2) The following documents must accompany the claim:
 - a) Original suppliers invoice showing the value of the shipment
 - b) Original Bill of Lading
 - c) Final proof of delivery (if applicable)
 - d) Itemized invoice outlining total loss or damage to the shipment
 - e) Deduction of any salvageable product
 - f) Copy of original paid freight invoice
- 3) Damages or shortages must be explicitly noted on the proof of delivery when such delivery is made and must be initialed by our driver. 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) When concealed damage is discovered, please stop unpacking and contact our Claims department immediately. Failure to do so may result in your claim being denied. Packaging must be retained for inspection by Safe Transport Inc
- 5) Time limits for filing a claim are:
 - a) Damage claims - 60 days
 - b) Partial shortage claims - 30 days
 - c) Total shortage claims - 30 days
- 6) Valuation Clauses
 - a) Safe Transport Inc's liability is **LIMITED TO \$2.00 PER POUND, UNLESS THE VALUE OF THE LOST OR DAMAGED FREIGHT IS STATED ON THE BILL OF LADING AND ADDITIONAL INSURANCE HAS BEEN ARRANGED AT THE TIME THE ORDER WAS PLACED WITH SAFE TRANSPORT INC**
 - b) When a declared value is stated on the bill of lading, we are liable for an amount up to the value declared (providing proper invoices are supplied to verify this value)
 - c) Claims less than \$10.00 will not be honored due to administrative costs exceeding this amount
- 7) Safe Transport Inc is only liable for the value of the goods at the time of shipping. We are not liable for overhead expenses, lost profits, administration fees, etc.
- 8) Safe Transport Inc is responsible only for the items listed on our probill or on the shipper's bill of lading
- 9) We are not liable for goods shipped at "Owner's Risk of Damages", "Shippers Load and Count" or for goods not properly crated or packaged. This type of claim should be filed with your supplier.
- 10) Damaged goods must be retained by the customer for inspection. In the event a claim is paid, the salvage will become property of Safe Transport Inc
- 11) The failure to comply with the above terms or provide necessary documentation within thirty (30) days of written request will result in the claim being denied and not reopened.
- 12) The approved claim amount will be issued as a credit on account, unless otherwise requested



Safe Transport Inc Claim No. _____
For internal use only

STANDARD PRESENTATION OF DAMAGE AND LOSS FORM

TO: Safe Transport Inc
308 Granby Ct
Pickering, ON L1V 7B9

This claim in the amount of \$_____ is
made against your company for:

- ☐ Damage
☐ Loss
☐ Shortages

Date: _____
Freight Bill Number: _____
Ship Date: _____
Shipper Name: _____
Consignee Name: _____

DETAILED SUMMARY SHOWING HOW AMOUNT IS DETERMINED

Description	Weight (lbs)	Amount
TOTAL		

Copies of the following documents
are submitted in support of this
claim:

- ☐ Original Bill of Lading
☐ Original paid freight (expense) bill
☐ Original invoice showing cost of product
☐ Original proof of delivery
☐ Repair invoice (if applicable)
☐ Pictures (if applicable)
☐ Others

ADDITIONAL DETAILS / COMMENTS:

CLAIMANT INFORMATION:

Claimant Name: _____ Email: _____
Company Name: _____ Phone No.: _____
Signature: _____ Date: _____

NOTE:

**Damaged Product must be retained until the claim has been finalized*

**Safe Transport Inc liability is limited to \$2.00/lb unless otherwise declared on the Bill of Lading*