



## CUSTOMER CLAIMS PROCEDURE

*By following the instructions below, your claims can be handled quickly and efficiently by the Manitoulin Transport Claims Department*

At Manitoulin Transport we are constantly attempting to improve our freight handling techniques so as 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 Manitoulin Transport 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.

**3. 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.

**4. SUBMITTING CLAIMS:**

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

- a) The invoice to Manitoulin Transport 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 Manitoulin terminal or to: MANITOULIN TRANSPORT, Claims Department, P.O. Box 390, Gore Bay, Ontario, POP 1HO, Fax # 705-282-2048, e-mail: claims@manitoulintransport.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 MANITOULIN TRANSPORT 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 try to 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, will not be paid.

Labour charges will be paid at a maximum of \$80.00 per hour.