



**CLAIM FORM**

Your claim number or reference number: \_\_\_\_\_

**CLAIMANT**

Company Name : \_\_\_\_\_

Address : \_\_\_\_\_

City : \_\_\_\_\_

Province : \_\_\_\_\_ Postal code : \_\_\_\_\_

Contact Name : \_\_\_\_\_ Phone # : \_\_\_\_\_

Email : \_\_\_\_\_ Fax # : \_\_\_\_\_

Total amount of your claim (excluding tax) : \_\_\_\_\_

Transport Gariépy - Pro Bill or Invoice # : \_\_\_\_\_

Your order # : \_\_\_\_\_

**TYPE OF CLAIM (please check) :**

- Visual damage** (noted on the delivery receipt)
- Non-apparent damage** (discovered within 48 hours after delivery)
- Missing freight and/or merchandise** (noted on the delivery receipt)
- Non-apparent missing merchandise** (discovered within 48 hours after delivery)

**DETAILS OF THE CLAIM**

**\*IMPORTANT\***

Damaged merchandise must be retained until the claim file is finalized.

- Documents to provide :**
- Commercial invoice
  - Proof of delivery
  - Bill of lading
  - An estimate or repair invoice (if applicable)
  - Photos

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

Name : \_\_\_\_\_

**\*PLEASE ALLOW 30 DAYS FOR THE PROCESSING OF YOUR CLAIM AFTER ITS RECEIPT\***



## CLAIM PROCEDURES

1. All claims must be submitted to the carrier by the payer of the transport charges.
2. All claims, or intentions to claim, must be made in writing to our company.
3. If you submit more than one claim request, you must complete a form for each shipment.
4. According to the law, payment of the transport charges must be received for a claim to be valid.
5. The owner of the goods is legally obligated to minimize their losses. You must therefore make maximum efforts to repair, discount, and/or recover the damaged products.
6. Complete the official claim form from Transport Gariépy Inc. or provide your own claim form if you wish.
7. Include the following documents: - The commercial invoice showing the net value of the goods - The final proof of delivery - The bill of lading - An estimate or invoice for repairs if repairs are possible - Photos if possible.
8. Damages or shortages must be clearly noted on the proof of delivery at the time of delivery. Notations such as: subject to inspection, subject to verification, possibility of damages and/or missing items are not accepted and will not allow you to file a claim.
9. Hidden damages: Damages must be reported without delay to the carrier. When hidden damage is noted, stop unpacking, notify the carrier, and retain the packaging. An inspection may be carried out. Note that non-apparent damages may not be accepted.
10. Transport Gariépy Inc. is not responsible for goods shipped with the mention: At the owner's risk and/or goods that are not properly and/or sufficiently packed. This type of claim must be submitted to your supplier.
11. **All damaged goods must be retained for inspection and/or retrieval until the claim is settled. If the damaged items are not available, this may result in a refusal of payment on our part.**
12. The carrier's liability is limited to \$2.00 per pound when, at the time of shipment, no declared value is noted on the bill of lading. When a value is declared, we are liable for an amount up to the declared value, provided that invoices are supplied for verification of the value.
13. A carrier is only responsible for the value of the goods at the time of shipment. A carrier cannot be held responsible for overhead costs, lost profits, administrative fees, etc.
14. The carrier is not required to pay GST and QST.
15. **Deadline to file a claim.**  
Claims for damages must be filed within 60 days of delivery.  
Claims for shortages must be filed:
  - Within 60 days for a partial lost shipment.
  - Within 90 days for a completely missing shipment.

Submit your claim to :

k.gadbois@transportgariépy.com - Kevin Gadbois Ext : 225

### **Transport Gariépy Canada Inc.**

11 525, Av. Armand-Chaput, Montréal, QC H1C 1S8

Tel : (514) 494-3400 Fax : (514) 494-9288

**\*PLEASE ALLOW 30 DAYS FOR PROCESSING OF YOUR REQUEST AFTER RECEIPT\***