

## LOSS OR DAMAGE CLAIM FORM

Amount of the claim \$	Probill number
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Date
Your reference

☐ Damage      ☐ Loss      ☐ Other

Claimant's name (company)		
Address		
City	Province	Postal Code

Beneficiary (if other than claimant)		
Address		
City	Province	Postal Code

Contact name
Telephone
Email

Second contact name (if applicable)
Telephone
Email

### Description of claim and calculation of amount claimed


<input type="checkbox"/> Damaged items can be repaired for	\$
<input type="checkbox"/> Damaged items can be used as is for an allowance of	\$
<input type="checkbox"/> Damaged items are available for carrier pick up	
<input type="checkbox"/> Damaged items are unavailable for carrier pick up (explain)	

Please provide us with these documents

- 1- Copy of the vendor's invoice for the damaged items (please include all the pages)
- 2- Copy of the invoice for the repairs of the damaged items
- 3- Copy of the invoice for the replacement parts
- 4- Debit memo (if applicable)

### To reach us

Fill this form, mail or fax to :

FAX : (418) 681-2545

Mail :

Transport Guilbault Inc.  
435 Faraday Street  
Québec Qc G1N 4G6

Email : [claims@groupeguilbault.com](mailto:claims@groupeguilbault.com)

# **Claim Policy**

## **What is a Freight Claim?**

A claim is a written request for compensation for lost or damaged goods while they were under the responsibility of the carrier.

## **Claims for Damaged or Missing Goods**

If you notice any damage or missing goods upon delivery, ask the driver to indicate it with your electronic proof of delivery and please be specific in your description. **NO CLAIM WILL BE ACCEPTED UNLESS INDICATED ON THE PROOF OF DELIVERY IN THE PRESENCE OF OUR DRIVER.**

Keep the damaged merchandise, its contents and container; we will determine if an inspection is necessary. The destruction of goods without our approval could lead to the refusal of your claim.

To speedup the processing of your claim, be sure to include the following with your request:

- Copy of invoice of the claimed goods
- Details of the claimed goods, number, amount, etc.

## **Concealed Damage**

If you discover concealed damage after the delivery is completed, contact our customer service within 24 hours of delivery at [rechercheintl@groupeguilbault.com](mailto:rechercheintl@groupeguilbault.com)

## **Processing Time**

The carrier shall not be liable for any loss or damaged merchandise unless a written notice is returned to him within 60 days of delivery for loss or damage, or nine months from the date of shipment in case of non complete delivery of a shipment.

Reference: Regulations requirements for bills of lading s.12

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## **Packaging**

Any insufficient/inadequate packaging and/or improper labelling puts an end to the carrier's responsibility in the event of loss, damage or delay in the delivery of the goods indicated on the bill of lading.

## **Declared Value**

The maximum liability for any loss or damage is limited to \$2.00/lb on the total weight of the shipment unless a higher value is declared by the shipper on the front page of the bill of lading.

In this case, a 3% charge of the excess coverage of \$4.41 base/kg (\$2.00/lb) will be invoiced if you wish to declare a value for the goods transported.

Reference: Regulations requirements for bills of lading art. 9 & 10

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## **Important Notions**

- In the case of damage, the goods must be retained so that the carrier can inspect and possibly recover them when it is agreed that the claim will be honoured.
- Taxes are not applicable on claims since these do not represent the purchase of a property or a taxable service but rather a compensation.
- Transportation invoice must be paid prior to the payment of a claim.
- The inscription "Subject to inspection" is not an indication of damage.