



## **Claims Process for Basic, Low Value, Non-Hazardous products**

A Cargo Claim is intended for situations when a shipment was lost, damaged, or partially delivered. Claims for Loss/Damage must be submitted by the party that owns the claim rights (usually the shipper); else written authorization from that party (termed a "release") is submitted with the claim.

Our role:

Destination Logistics as Broker. Destination Logistics is a transportation broker, not a motor carrier or freight forwarder, and is responsible only for arranging transportation and related services of Goods, not for actually performing the transportation or related services

Destination Logistics Cargo Claim Assistance. Because Destination Logistics is a broker, not a motor carrier or freight forwarder, it has no liability for loss, damage, or delay to cargo ("Cargo Claims"). However, Destination Logistics and Customer may agree that Destination Logistics will be Customer's primary point of contact for Cargo Claims for which Destination Logistics receives timely notification.

Cargo Claims Procedures/Carriers. Claims procedures contained in 49 CFR Section 370 apply to all Cargo Claims.

Claims Procedures/Destination Logistics Inc.. If Customer wishes Destination Logistics to assist with processing of a Cargo

Claim, Customer must notify Destination Logistics within thirty days of delivery. Customer must provide Destination Logistics with the following:

1. A notice of intent to claim on company letterhead
2. Include all supporting documentation that pertains to your specific claim i.e.:
  - A letter from the Claimant identifying the break down and the status of the damaged goods.
  - A copy of the Customers Commercial invoice (C C I) or Manufacturers Cost (Sellers Invoice) showing the amount paid for the goods in question.
  - A copy of the Customs documents (cross border shipments only)
  - A copy of the freight bill
  - A copy of the bill of lading
  - Photographs should include pictures of the item(s) themselves, as well as any internal and external packaging materials.
  - USDA Reports or CFIA (Freight with temperature control)
  - Temperature record report (Freight with temperature control)
  - Consignee/Driver/Shippers statement of events
  - Letter of disposal
  - Repair invoices
  - Salvageable values
4. Review all documentation to ensure accuracy and completeness. Incomplete, inaccurate, or illegible documentation could delay your cargo claim and result in possible denial.
5. The Notice of Claim, along with the required documentation, must be sent to one of the fax, email or mail addresses listed below:

Destination Logistics  
Attn: Cargo Claims  
6600 Decarie Blvd #230  
Montreal, QC H3X 2K4  
Fax: (514) 735-0507  
Email address:

**IMPORTANT INFORMATION**

**Customer cannot repair, salvage or dispose of any product.**

A claim for damage may require an inspection of the shipment and its packaging.

The delivering Carriers have the right to inspect any shipment of any value when evaluating a damage claim. An inspection should be done at the original delivery location.

Failure by the consignee to retain the original shipment and packaging at the original delivery location, or the failure to make said items available for inspection may invalidate the claim.