

# Claims Policy

**PLEASE SUBMIT ALL CLAIMS TO:**

Email: [claims@dayandrossinc.ca](mailto:claims@dayandrossinc.ca) • Day & Ross Inc. • Tel (800) 561 0013 • Fax (506) 375 5407 • 398 Main Street, Hartland, NB, E7P 1C6

1. All claims or intents to claim must be made in writing to our company.
2. The following documents must accompany the claim:
  - a. Original supplier's invoice showing the value of the shipment.
  - b. Original bill of lading.
  - c. Final proof of delivery.
  - d. Itemized invoice outlining loss or damage to the shipment.
  - e. Copy of original paid freight bill.
3. **Damages or Shortages.**
4. Damages or shortages must be explicitly noted on the carrier's proof of delivery when such delivery is made. 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.
5. **Concealed Damage** claims must be reported to the carrier within 24 hours. When concealed damage is noted, stop unpacking, notify the carrier immediately and request an inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection by the carrier.
6. **Time Limit for Filing Claim**
  - a. Damage claims must be filed within 60 days from delivery.
  - b. Shortage claims must be filed:
    - i. *Part of shipment lost - 60 days.*
    - ii. *Complete shipment lost - 9 months.*
7. **Valuation Clauses**
  - a. A carrier's liability is restricted to \$2.00/lb when no value is declared on the bill of lading at time of shipping.
  - b. When a declared value is shown, we are liable for an amount up to the value declared, providing proper invoices are supplied to verify this value.
8. A carrier is liable only for the value of the goods at time of shipping. A carrier is not liable for overhead expenses, lost profits, administration fees, etc.
9. Shipments must be checked according to the carrier's pro bill and not the packing slip.
10. Carriers are not liable for goods shipped at "Owner's Risk of Damages" or for goods not properly crated or packaged. This type of claim should be filed with your supplier.
11. Salvage on damaged goods must be retained by the customer in the event a claim is paid. The salvage will then be given to the carrier.

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