



Standard Claim Procedure Document

1. All claims or intent to claim are to be provided in writing care of Canadian International Logistics Inc.
2. Documentation required for review of claim are to include
 - Copy of original invoice to indicate valuation of shipment
 - Final signed proof of delivery document
 - Copy of bill of lading signed by shipping party
 - Itemized listing of commodity involved in claim process to include part numbers, weight, product description etc
 - Copy of any photo's relevant to the transfer and claim in question
 - Copy of original paid transportation invoice pertaining to transfer in question
3. Damages or shortages must be clearly noted on the bill of lading at time of delivery at the consignee location. The following terms are not to be indicated on the bill of lading at time of delivery for possible claim intentions and if so, the potential claim is not considered valid.
 - Possible damage
 - Subject to inspection
 - Possible shortage
4. Concealed damage claims must be notified immediately to Canadian International Logistics Inc and all unpackaging to discontinue until an inspection is performed. Packaging material related to the transfer in question are to be retained for inspection purposes. Recommend photos be taken of all packaging and condition.
5. Time limit for filing a claim is as follows:
 - Claim submissions for damage must be filed and forwarded to Canadian International Logistics Inc within 60 days of incident
 - Shortage claims must be filled withing 60 days of incident.
6. Valuation clause and conditions.
 - Canadian International Logistics Inc liability is limited to \$2.00 (CND) per pound unless the value of the lost of damaged freight is stated on the Bill of Lading and additional insurance has been arranged prior to the transfer being in transit.
 - When a declared value is indicated on the transportation documents the insurance coverage is only limited to the \$2.00 (CND) per pound coverage. Exclusion to this note is if Canadian International Logistics Inc is notified in advance of shipment departure date and documented additional insurance is agreed and provided in writing.



Canadian International Logistics Inc.

- Canadian International Logistics Inc is not liable for any insurance coverage involving transfers from Mexico in event damages or shortages - within Mexico proper. This includes shipments from Mexico loading from a U.S.A. based third party location or transportation facility for furtherance to Canada.
7. Canadian International Logistics Inc is not liable for value of goods at time of shipping nor overhead expenses, lost profits, administration fees etc. related to intent to claim for damages or shortages.
 8. Shipments prior to departure must be checked according to the carrier's bill of lading and/or shippers bill of lading and not the packing slip or similar document.
 9. Carriers are not liable for transfers shipped at "Owners Risk of Damages "or commodity not sufficiently packaged or crated. This type of intent to claim is to be filed directly with the manufacture or shipper for which the shipment originated or is consigned.
 10. Salvage on damaged commodity is to be retained by the customer for review and inspection. Commodity is to be retained for inspection and carrier party will assume ownership of the said commodity once claim is paid or mutually settled.
 11. The failure of a claimant to act upon a written request for documentation, freight charge payment, claim amendment, salvage request or return a proof of loss statement within thirty (30) days from the date of written request will cause the claim to be denied and it shall not be reopened for review unless in written approval from Canadian International Logistics Inc or their partner carrier affiliation.