

PRO Number: _____

Company: _____

Attention: _____

Fax Number: _____

Number of Pages: _____

Dear Customer:

Please accept our sincere regrets for any loss or damage, which has occurred to your shipment.

The following is a list of the necessary documentation required in order to investigate and process a Formal Claim.

1. A letter of claim including:
 - Reason for claim (i.e. loss, damage, shortage, etc.)
 - Pro Number
 - Amount of Claim
 - Complete breakdown and description of goods
2. Copy of the shipper's original Bill of Lading
3. Documentation (Supplier's original invoices, etc.) to support claimed amount. Claimed amount must reflect **COST** of goods.

OR

4. If this shipment is a stock transfer, written confirmation that the claimed process are based on the **cost of goods at the time and place of this shipment**
5. Copy of paid Freight Bill. Payment of freight charges must be made before any claim can be processed.
6. Copy of Inspection Report for reported damages in excess of \$400.00.
7. If goods are repairable, certified copy of repair invoice including complete breakdown of labour, materials, etc. Must also supply documentation to support original **COST** of repaired item.
8. Salvage Disposition – it is the responsibility of the Claimant to make every possible effort to **mitigate** damage claims. The consignee and/or claimant must retain goods that are not salvageable in the same apparent condition as tendered at the time of delivery. Upon acceptance of carrier liability, damaged freight becomes the property of the carrier to salvage and/or dispose of accordingly. Disposal of goods without written authorization from TForce Freight Canada may result in default of payment.
9. All claims or intents must be received **IN WRITING** no later than 60 days after the date of delivery
10. If filing more than one claim, please issue a separate claim, including all required documentation, for each pro number
11. **Upon receipt of your formal claim, a file number will be issued and an acknowledgment sent via Canada Post. If you do not receive this Claim Acknowledgment Form within 15 days of filing, please contact us immediately at 905-238-8211 or 800-461-8023**

PLEASE BE ADVISED THAT YOUR CLAIM MAY BE DELAYED UNLESS A COMPLETE CLAIM IS RECEIVEDPlease forward all documentation:
VIA CANADA POST TO:TForce Freight Canada
5425 Dixie Road, Building B, Mississauga, Ontario, L4W 1E6
Attention: CENTRAL CLAIMS
or Fax: 905-282-7651
or Email: claims@tforcefreightcanada.com**IF ALL PAGES ARE NOT RECEIVED PLEASE CALL (905) 238-8211**