



SUBMIT CLAIM TO:
Defender LTL Inc.
jantoniuk@defenderltl.com
5507 55 Street
Bonnyville, AB
T9N 0E3

MAKE CHEQUE PAYABLE TO: (IF DIFFERENT THAN BELOW)

Defender LTL Inc. jantoniuk@defenderltl.com 5507 55 Street Bonnyville, AB T9N 0E3		Name		
		Address		
		City	Province	Postal Code
Claimant's Name		Phone Number		
Claimant's Address		City	Province	Postal Code
Defender BOL Number		Date of Shipment		Date of Delivery
Claim Amount \$	CLAIM FOR: Shortage ☐ Damage ☐ Other (Specify) ☐			
Shipper		Consignee		
Origin		Destination		

BRIEFLY DESCRIBE WHAT THE CLAIM REPRESENTS AND HOW THE CLAIM AMOUNT WAS CALCULATED.

**IF THE CLAIM INVOLVES DAMAGED GOODS,
PLEASE CHECK ONE OR MORE OF THE FOLLOWING:**

- ☐ DAMAGED GOODS CAN BE REPAIRED FOR \$ _____
- ☐ DAMAGED GOODS CAN BE USED "AS IS" FOR AN ALLOWANCE OF \$ _____
- ☐ DAMAGED GOODS ARE AVAILABLE FOR PICKUP
- ☐ DAMAGED GOODS ARE UNAVAILABLE (SPECIFY) _____

**ALL SALVAGE MUST BE RETAINED FOR CARRIER
PICKUP UPON SETTLEMENT OF CLAIM**

TO AVOID DELAY IN PROCESSING YOUR CLAIM, THE
FOLLOWING DOCUMENTS **MUST** BE ATTACHED:

- ✓ ORIGINAL VENDOR'S INVOICE OR CERTIFIED COPY
- ✓ CONSIGNEE'S COPY OF FREIGHT BILL BEARING LOSS OR DAMAGE NOTATIONS
- ✓ COPY OF THE PAID FREIGHT BILL
- ✓ ITEMIZED REPAIR BILL, IF APPLICABLE

I / We declare that the foregoing statements are true and correct and the articles and property described on this form were lost or damaged under the circumstances listed above.

SIGNATURE OF CLAIMANT _____

DATE _____

PRINT NAME _____

POSITION _____

Local Roots. Local Service.



CLAIMS POLICIES AND PROCEDURES

The following policies and procedures will expedite the processing of any claims and we would suggest that you ensure that the appropriate people are made aware of them.

1. EXCEPTIONS AND DISCREPANCIES - (OVER-SHORT-DAMAGES-ETC.)

MUST BE WRITTEN on the BOL at the time of delivery. This DOES NOT constitute a claim. You MUST file a claim or letter of intent to claim WITHIN SIXTY (60) DAYS of the delivery date.

2. DAMAGES - INSPECTIONS

An inspection MUST be requested on all damages WITHIN TWENTY-FOUR (24) HOURS. The packaging and the damaged item MUST BE HELD for the Inspector. YOU MUST request an inspection even though the damage was noted on the BOL.

3. CLAIM OR INTENT TO CLAIM

A Claim or Intent to Claim must be filed IN WRITING to the carrier WITHIN SIXTY (60) DAYS of the date of delivery. Claims will only be accepted from the legal owner of the goods. Phone calls or notation on the BOL IS NOT sufficient. This applies to ALL claims, whether noted on the BOL or not. An Inspection Report is NOT a claim NOR intent to claim.

4. DISPOSITION/SALVAGE OF DAMAGED PRODUCT

Legally, as the owner of the freight, you must do what you can to keep the loss to a minimum. You can reduce the loss by keeping the damaged freight for a discounted price or have the goods repaired. Reducing costs will expedite settlement of your claim. DO NOT dispose of the damaged product. ALL salvage must be held until your claim is finalized. Failure to do so MAY result in your claim being declined.

REQUIRED DOCUMENTS FOR FILING A CLAIM

- 1. Invoice or letter of claim to DEFENDER LTL indicating what the claim is for.**
- 2. Amount of claim.**
- 3. Defender LTL Inc. delivery BOL number.**
- 4. Copy of original supplier's invoice and a copy of the repair estimate, if applicable.**

NOTE: The carrier's liability is LIMITED to \$2.00/lb. based on the actual weight of the entire shipment, UNLESS THE SHIPPER HAS SHOWN THE VALUE OF THE GOODS ON THE BILL OF LADING.

Make sure the shipper declares the value of the expensive products. Excess valuation charges will apply.

Due to increasing administration cost, claims under \$50.00 will not be accepted.

DEFENDER LTL INC. WILL NOT be held responsible for concealed damage. Claims will not be processed until the freight charges are paid.

Invoices are NOT to be short paid for outstanding claims. Short payments will be assessed a \$25.00 administration charge per invoice.

Please email or send claims to:

Defender LTL Inc.

jantoniuk@defenderltl.com

5507 55 Street

Bonnyville, AB

T9N 0E3

If you have any questions or concerns, please contact our claims department at 780-545-1455.

Claim forms can be obtained from a Defender LTL representative by calling 780-545-1455 or by visiting the "Resources" page on our website at **www.defenderltl.com**.

Local Roots. Local Service.

