



CLAIMS FOR DAMAGED MERCHANDISE

GOAL:

Inform our customers of the procedure so that Transport Couture can process a claim in a reasonable delay.

POLICY:

All claims for damaged merchandise must be submitted as follows or they will be considered non-receivable:

- The inspection and / or realization must be made upon the reception of the merchandise and needs to be notified on the bill of lading;
- Your intent of claim must be submitted within 60 days and sent to the attention of Mrs. Isabelle Busque, Operations Coordinator;
- The maximum cost reimbursed will be the cost price of purchase or production;
- You must submit the pertinent documents to support your claim such as copies of bill of lading, freight bill, etc. with the following information: origin and destination of freight, date of shipment and the approximate amount of claim;
- The damaged merchandise must be available for inspection upon request and recoverable. The goods become the property of Transport Couture et fils Ltée from the payment;
- The final claim, accompanied by a proof of payment of the freight charge, must be produced within a delay of nine (9) months following the shipment date;
- As the Claim department and Credit department are separate, credit on payments due will not be allowed. A check will be issued to the claimant.

Transport Couture & Fils Ltée