



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 damage must be seen 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. Marylène Couture, Coordinator safety and compliance.
- The maximum cost reimbursed will be the cost price of purchase, manufacture or repair. If the value of the goods is not declared on the bill of lading, the customer is insured for \$2.00/lb, as provided by Canadian law and written on the bill of lading.
- You must submit the pertinent documents to support your claim such as copies of bill of lading signed with damage, pictures of the damage, shipping invoice with origin and destination of freight, date of shipment and the amount of claim without taxes. Claim is compensation, not sale.
- 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.