



## *How to file a claim for lost or damaged goods:*

To file a claim for lost or damaged goods, simply send us the *Required Documentation* as outlined below. You can send your claim file to us by regular mail, by fax (403-341-4110), or by email (claims@duckeringstransport.com).

Our website contains valuable information in regard to how our claim process works and other things you should know about filing a claim. Please visit [www.duckeringstransport.com](http://www.duckeringstransport.com) and follow the Main Menu to F.A.Q>Make A Claim.

### ➤ *Required Documentation*

1. Invoice charging Duckering's Transport Ltd for the amount of your claim\*
  - **Reference** – Ensure our shipping reference number is included.
  - **GST** - Freight Claims are GST exempt. Do not charge GST on your invoice.
2. Supporting documents showing how you arrived at your claim amount\*
  - **Maximum Liability** - Freight claims cannot exceed \$2 per pound unless a declared value was indicated on Shippers Bill of Lading
  - **Declared Value** – Freight claims cannot exceed the declared value amount as indicated on the Shippers Bill of Lading
  - **No Profit** – The party submitting a claim is not permitted to make a profit on the freight claim. Claim must not exceed the claimants actual cost to replace the product damaged; include copy of original invoice to show actual cost.
  - **Cost Mitigation** – All parties must work to minimize the cost of the claim. Charges to repair goods must not include 'betterment'.
3. Customer Claim Report\*
  - Downloadable from our website, this form will ensure that we have all of the required information to investigate and process your claim.
4. All Shipping Documents you can provide \*\*
  - Shippers Bill of Lading
  - Delivery Receipt or Proof of Delivery
5. Correspondence \*\*
  - Emails or copies of other correspondence which you have had with a Duckering's Transport employee in regard to your claim may help speed the processing of your claim.

\* Items are required for claim to be processed

\*\* Items are optional for claim to be processed, but may speed claim processing

