



Frequently Asked Questions Relating to Claims

Dear Customer:

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.

EXCEPTIONS AND DISCREPANCIES: (Over – Short – Damages, etc.)

- **MUST BE WRITTEN** on the **PROBILL** 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** for damages/shortages.
- An **INTENT for NON-DELIVERY** of an entire shipment must be made within 9 months.

DAMAGES – INSPECTIONS:

- An inspection **MUST BE REQUESTED** on **ALL DAMAGES** when no exceptions were made at time of delivery.
- The **PACKAGING** and the **DAMAGED ITEM** must be **HELD FOR THE INSPECTOR**
- You must **REQUEST** an **INSPECTION** on all damage claims **exceeding \$100.00** even though the damage is noted on the **PROBILL**.

CONCEALED DAMAGES – INSPECTION, 48 HOURS:

- An inspection **MUST BE REQUESTED WITHIN FORTY-EIGHT (48) HOURS OF DELIVERY**.

CLAIMS OR INTENT TO CLAIM – 60 DAYS:

- A Claim or the Intent to Claim must be filed **IN WRITING** to the carrier **WITHIN SIXTY DAYS OF THE DATE OF DELIVERY**.
- A phone call or a notation on the probill **IS NOT SUFFICIENT**.
- **THIS APPLIES TO ALL CLAIMS, WHETHER NOTED ON THE PROBILL OR NOT.**
- **AN INSPECTION REPORT IS NOT A CLAIM OR AN INTENT TO CLAIM.**

REQUIRED DOCUMENTS FOR FILING A CLAIM:

- **INVOICE** to Kindersley indicating what the **CLAIM is for**.
- **AMOUNT** of Claim.
- Kindersley **DELIVERY PROBILL NUMBER**.
- Copy of **ORIGINAL SUPPLIER'S INVOICE** and a copy of the **REPAIR INVOICE**, if applicable.

NOTE:

- The carriers liability is **LIMITED TO \$2.00/LB UNLESS THE VALUE OF THE SHIPMENT IS STATED ON THE BILL OF LADING**.

It is the intent of Kindersley Transport to handle all claims fairly and promptly. If any questions or concerns, please contact our Claims Department; Saskatoon, or local Branch Manager.