



HEAD OFFICE: Box 6249 Bonnyville, AB T9N 2G

## CLAIMS TERMS & PROCEDURES

Damaged goods must be made available for pictures, inspection and/or salvage by the local depot if required.

1. Intent to claim should be made within 48 hours of receipt of shipment
2. Any loss or damage must be noted on delivery receipt at time of delivery otherwise consignee's signature will constitute clear receipt and claims will not be honored. Short or damage notation is not a notice of claim
3. All claims paperwork must be received within 60 days from the date of delivery
4. When concealed damage is noted, stop unpacking and notify the delivering B&R depot immediately to request an inspection. Continued unpacking of the shipment will disqualify your claim. Packaging must be retained for inspection to confirm the damage occurred under our care.  
Claims on goods not properly crated or packaged should be filed with the shipper. The shipper is responsible to ensure the freight is packaged safely and appropriately for movement
5. Claim amount will be limited to \$2.00 per pound
  - This is calculated from the weight entered on the original bill of lading when the item is first shipped.
  - If the replacement value is higher than this calculation, the declared value must be noted on the original bill of lading.
  - Used product will be reviewed based on value of depreciation, and subject to review.
6. Damages or shortages must be explicitly noted on the proof of delivery (POD) by the consignee at the time of delivery. The driver is not responsible to note them, or sign this document on your behalf. The following notations are not acceptable and will not entitle you to file a claim:
  - Subject to Inspection
  - Possible Shortage - shipments must be checked according to the carrier's bill of lading and not the packing slip
  - Damage to packaging – the freight inside must be checked prior to the driver leaving if damage is suspected.
 If the POD has indication of damages or shortages typed into the description, this may mean we received the freight damaged from another carrier, and the claim may need to be submitted directly to them by the shipper.
7. Damages or shortages noted on a BOL when the freight is picked up from the shipper require the consignee to claim direct to the shipper/supplier.
8. Carriers are not liable for overhead expenses such as lost profits, administration fees, other carrier freight charges, etc.
9. Carriers are not liable for goods shipped at "Owner's Risk of Damage"

### Your claim submission must include:

- > Copy of POD noting loss or damage
- > BOL as shipped, with actual weight
- > Vendor proof of cost to replace only
- > Estimated cost of repair

We will also require an invoice from you billing B&R for the eligible cost of the claim at \$2.00/lb, or as negotiated with our claims department following review.

10. Claimant will be contacted directly if more information or clarification is required
  - If your claim is incomplete, you will receive a reply with the information required. We require this information to be submitted within a 60 day time limit. If we have not received the remaining information within 60 days, the claim will be closed.
11. Claimant will be contacted directly and advised if claim is denied.
12. Once you've submitted your claim, you will receive a response confirming your claim has been received.  
Please give us time: due to the volume received, we will reply as soon as possible.
13. Salvage on damaged goods must be retained by the customer in the event a claim is paid. The salvage will then be given to B&R unless it is unsafe to do so, or you have been instructed in writing by B&R to discard it.
14. If B&R is responsible for damages then replacement freight can be shipped through B&R at no charge from our point of origin
  - Only the replacement freight can be shipped on that bill of lading
  - Reference must be made on that bill of lading that states "to replace damaged freight from probill xxxxxx."
15. If B&R is responsible for damages, then freight can also be shipped back to the shipper for inspection to determine reparability; then back to the destination if repaired. Repair costs must be approved by the claims manager before repair is started.

Approved claims are paid out only after the B&R Eckel's invoice for the freight charges of the original shipment have been paid

**COMMITTED TO SERVICE**



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