



How to File a Claim

1. Attach required documents

Detailed claim form, including the invoice/pro number, indicating the party that is filing the claim, the reasons for the claim and how the amount claimed was determined.

- Copy of the bill of lading.
- Copy of the signed delivery receipt with noted shortage or damage.
- Copy of the supplier's invoice to establish the value of the shipment.
- Copy of the invoice for repair parts and labour (if applicable).
- Copy of the inspection report (if applicable).
- Pictures (if applicable)

TF Freight Solutions requires all of the above information to complete the claims process. If the submitted claim does not include all of the above documentation, TF Freight Solutions will make one request in writing for the missing information. Once this request has been issued by TF Freight Solutions, you will have 30 days to submit the necessary records, or the claim will be considered closed.

2. Completed claims forms can be submitted by:

- Email: Todorovic.serge@tfenergysolutions.com

All claims must be submitted using mail service options that provide confirmation of delivery.

3. Confirmation of Receipt

- Claims of value greater than \$50 are generally acknowledged within one week and settled within 4-6 weeks.
- Claims involving agents or interline carriers can take up to 12 weeks for settlement.

Important information to remember when filing a claim:

- The Original Freight Invoice must be paid. This forms a portion of your claim, therefore; your total claim is the value of your cargo/repairs, plus freight charges.
- Notice of Intent to Claim must be filed in writing within sixty (60) days from the date of delivery of the goods, or in the case of non-delivery (shipment is all short). The final claim and all related documents must be filed within nine (9) months from the date of shipment.
- If the shipment originates in Canada, the Bill of Lading states that a carrier's maximum liability for any shortage or damage claims is at \$2.00 per pound or \$4.41 per kilogram, based on the total weight of the shipment.
- If the shipment originates in the U.S, the Bill of Lading states that a carrier's maximum liability for any shortage or damage claims is at \$5.00 per pound or \$11.03 per kilogram, based on the weight of the item lost or damaged.
- Do not dispose of a damaged article(s) or packaging unless a TF Freight Solutions representative advises you to do so.
- For further assistance with your claim, please call TF Freight Solutions at 1-403-723-3627

Serge Todorovic
TF Freight Solutions
Safety Manager
8716 48th St SE
Calgary AB
Tel.: 403-723-3637



Presentation of Loss or Damage Claim

Name of Carrier WESTFREIGHT SYSTEMS INC.	Carrier's claim number	Date
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CLAIMANT INFORMATION

Name of Claimant	Claimant's Number
Address (City, State/Province, Zip/Postal Code)	

This claim for \$_____ is made against the carrier named above. This claim is for:

loss damage in connection with the following described shipments of paid Freight Bill Number _____

SHIPMENT INFORMATION

Name and address of Consignor (Shipper)	Name and address of Consignee (Ship to)	
Shipped From: City, Town, State/Province	Carrier issuing B/L	
Shipped To: City, Town, State/Province	Date of B/L	Date of Delivery

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Presentation of Loss or Damage Claim - Page 2

DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED

(Number and description of articles, nature and extent of loss or damage invoice price of articles, amount of claim, etc.)

SHOW ALL DISCOUNTS AND ALLOWANCES

TOTAL DOLLAR AMOUNT CLAIMED	\$

**IN ADDITION TO THE INFORMATION GIVEN ABOVE,
THE FOLLOWING DOCUMENTS ARE SUBMITTED IN SUPPORT OF THIS CLAIM**

- A Completed Presentation of Loss & Damage Claim Form
- An Original Bill of Lading and Proof of Delivery (P.O.D.)
- An Original Paid Freight Invoice
- A copy the manufacturer's invoice showing your cost of the lost or damaged freight
- Or a copy of the repair invoice in the event repairs were made to the damaged freight

Explain the absence of any document called for in this claim. _____

WHEN FOR ANY REASON, THE ORIGINAL PAID FREIGHT BILL OR BILL OF LADING IS NOT PROVIDED, CLAIMANT MUST INDEMNIFY CARRIER OR CARRIERS AGAINST DUPLICATE CLAIMS SUPPORTED BY ORIGINAL DOCUMENTS.

INDEMNITY AGREEMENT

When the original bill of lading and/or freight bill is not submitted, or is not available for submission, but copies of the original carrier are submitted in support of the claim described above, the claimant agrees to indemnify and hold harmless the carrier receiving this claim, named above, and any participating carriers, and will pay to the carrier or any participating carrier all losses, costs, damages, counsel fees or any other expense it (the carrier) may incur resulting from all lawful subsequent duplicate claims arising out of the same shipment which may be filed and supported by the original documents.

Forgoing statement of fact is hereby certified as correct.

Print Name of Claimant

Date

Street Address

(Signature of Claimant)