



STANDARD CLAIMS PROCEDURE

- 1) All claims or intents to claim must be sent to claims@willystrucking.com
- 2) The following documents must accompany the claim:
 - a) Original supplier invoice showing your cost of the damaged item(s)
 - b) Final proof of delivery
 - c) Itemized invoice outlining total loss or damage to the shipment
 - d) Copy of original paid freight invoice
- 3) Damages or shortages must be explicitly noted on the proof of delivery when such delivery is made and must be initialled by our driver. The following notations are not acceptable and will not entitle you to file a claim:
 - a) Subject to Inspection
 - b) Possible Shortage
 - c) Possible Damage
- 4) When concealed damage is discovered, please stop unpacking and contact our Claims department immediately. Failure to do so may result in your claim being denied. Packaging must be retained for inspection by Willy's Trucking.
- 5) For claims to be valid, they must be reported and documented within certain timeframes. Time limits are as follows:
 - a) Damages and Shortages must be reported within 12 hours of freight delivery
 - b) Claim form must be submitted within 48 hours of freight delivery
- 6) Valuation Clauses
 - a) Willy's Trucking Services' liability is **LIMITED TO \$2.00 / LB, UNLESS THE VALUE OF THE LOST OR DAMAGED FREIGHT IS STATED ON THE BILL OF LADING AND ADDITIONAL INSURANCE HAS BEEN ARRANGED AT THE TIME THE ORDER WAS PLACED WITH WILLY'S TRUCKING SERVICES**
 - b) When a declared value is stated on the bill of lading, we are liable for an amount up to the value declared (providing proper invoices are supplied to verify this value)
 - c) Claims less than \$10.00 will not be honored due to administrative costs exceeding this amount
- 7) Willy's Trucking is only liable for the value of the goods at the time of shipping. We are not liable for overhead expenses, lost profits, administration fees, etc.
- 8) Willy's Trucking is responsible only for the items listed on our probill or on the shipper's bill of lading
- 9) We are not liable for goods shipped at "Owner's Risk of Damages", "Shippers Load and Count" or for goods not properly crated or packaged. This type of claim should be filed with your supplier.
- 10) Damaged goods must be retained by the customer for inspection. In the event a claim is paid, the salvage will become property of Willy's Trucking.
- 11) The failure to comply with the above terms or provide necessary documentation within thirty (30) days of written request will result in the claim being denied and not reopened.
- 12) The approved claim amount will be issued as a credit on account, unless otherwise requested



www.willystrucking.com



Edmonton 780.488.2300 ● Grande Prairie 780.830.2300
Peace River 780.624.2355 ● Fort St John 250.785.2364



Committed To Doing It Better



Willy's Claim No. _____
For internal use only

FORM FOR PRESENTATION OF LOSS OR DAMAGE

TO: Willys Trucking Service
#303, 12232 - 156 St NW
Edmonton, AB T5V 1E6

This claim in the amount of \$ _____
is made against your company for:

- Damage
- Loss
- Concealed damage

Date: _____
 Freight Bill Number: _____
 Ship Date: _____
 Shipper Name: _____
 Consignee Name: _____

DETAILED SUMMARY SHOWING HOW AMOUNT IS DETERMINED

Description	Weight (lbs)	Amount
TOTAL		

Copies of the following documents are submitted in support of this claim:

- Original Bill of Lading
- Original Proof of Delivery
- Original Supplier Invoice
- Original Freight Invoice
- Concealed Damage Form
- Photos of packaging
- Photos of damage

ADDITIONAL DETAILS / COMMENTS:

CLAIMANT INFORMATION:

Claimant Name: _____ Email: _____
 Company Name: _____ Phone No.: _____
 Signature: _____ Date: _____

NOTE:

- * Damaged Product must be retained until the claim has been finalized
- * Willy's Trucking's liability is limited to \$2.00/lb unless otherwise declared on the Bill of Lading
- * In the event a claim is paid, the salvage will become the property of Willy's Trucking.