



CLAIMS FREQUENTLY ASKED QUESTIONS

How Do I File a Claim?

All claims must be submitted online by filling out the online form. You may also email your claim to: claims@m-o.com

Who May File a Claim?

Only the shipper, the consignee, or the third party to the shipment may file a claim, as long as they are part of the contract (Bill of Lading). The file will be opened under the party that is first to submit the claim request.

What is the Time Limit to File a Claim?

Notice of Intent must be filed in writing by email within sixty (60) days from the date of delivery of the goods, or in the case of failure to make delivery within nine months from the date of shipment together with a copy of the paid freight bill.

What Documents Are Required to File a Claim?

The online Cargo Loss and Damage Claim Form, along with the documents requested;

- *The original bill of lading and/or copy of the M-O probill to enable identification of the shipment.*
- *A copy of the original supplier's invoice as proof of the value of the shipment and/or copy of the supplier's invoice for repairs or replacement parts*
- *The original paid freight bill for the shipment*
- *An itemized statement for the loss*
- *Additional Documents (Photos, Statements, etc.)*

Maritime-Ontario Freight Lines Limited requires all the above documentation submitted to start the investigations of the claim. If the submitted claim does not include all documents requested, Maritime-Ontario Freight Lines Limited will make a request for the omitted information. Once the requested has been made, you will have 15 days to submit; otherwise the claim will be abeyance.

What is Maritime-Ontario Freight Lines Limited Liable for?

Maritime-Ontario Freight Lines Limited is liable for any loss of or damage to goods accepted by him or his agent except as herein provided. In addition to the foregoing, this shipment is subject to all conditions of carriage in M-O Tariff 520. Please access M-O's website at www.m-o.com for a copy of Tariff 520 Condition of Carriage.

Can I Claim for Missed Appointment or Late Deliveries?

Maritime-Ontario Freight Lines Limited is not liable for any costs or penalties resulting from late deliveries or missed appointments irrespective of the cause. M-O is not bound to transport the goods by any particular vehicle or in time for any particular market, or otherwise than with due dispatch.

What is Maritime-Ontario Freight Lines Limited Policy for Concealed Loss or Damage?

Maritime-Ontario Freight Lines Limited is not liable to pay a claim associated with concealed loss or damage.

What is Maritime-Ontario Freight Lines Limited Maximum Liability?

If there is no declared value on the shipper's Bill of Lading the Carrier's legal maximum liability is limited to \$2.00 per pound on the total weight of the shipment, unless the higher value is declared on the face of the Bill of Lading by the consignor.

What About My Freight Charges?

Maritime-Ontario Freight Lines Limited provided the claimant with a delivery service, therefore the freight charges must be paid in full, before M-O can finalize your claim.

How Long Is the Claim Process and Investigation?

Maritime-Ontario Freight Lines Limited will acknowledge receipt of your claim by email, and once claim is register another notification will be sent with the M-O Claim number.

If another carrier is involved in movement of your shipment, the claim investigation may take longer.

Generally claim settlement may take approximately 30-60 days, however we will proceed to settle your claim quickly and efficiently.