

# Claim Filing

1) All claims or notice of intent to claim must be filed in writing to:

Mike Williams  
Claims Manager  
**MARITIME-ONTARIO FREIGHT LINES LIMITED**  
1 Maritime-Ontario Blvd.  
Brampton, Ontario  
L6S 6G4

2) Claims and Notice of Intent to Claim should be filed promptly and are subject to the time limits contained on the Bill of Lading. Claims filed outside of these limits cannot be honoured. For damaged shipments or partial shortages the limit is 60 days from the date of delivery. For loss of the entire shipment it is 9 months from the date of shipment.

3) Claims must be supported by the following documents:

- A** - The original bill of lading and/or copy of the **M-O** probill to enable identification of the shipment.
- B** - A copy of the original supplier's invoice as proof of the value of the shipment and/or a copy of the supplier's invoice for repairs or replacement parts if applicable.
- C** - The original paid freight bill for the shipment.
- D** - An itemized statement for loss.

**n.b.** - The salvage must be maintained by the claimant until the carrier's liability has been established.

4) Damages or shortages must be explicitly noted on the carrier's receipt copy of the probill at time of delivery.

5) On concealed damage claims, when the concealed damage is noted, stop unpacking and notify M-O immediately to request an inspection. Do not continue unpacking. Retain the package and packing for inspection.

6) The completion of an Inspection Report is only one step in the process. It does not constitute the filing of a claim, nor does it indicate carrier's liability.

7) Shipments must be checked according to the carrier's probill not shipper's packing slips. Carriers are not liable for goods said to be in any unopened or damage container.

8) As per the Bill of Lading, if no value is declared on the shipment, the maximum liability is \$2.00 per pound based on the actual weight (NOT CUBED WEIGHT) of the shipment.

9) On a damage or shortage, M-O is only liable for the value of the goods at the time and place of shipment. Claims for things such as overhead, anticipated profit or commission will only delay processing the claim.

10) M-O is not liable for goods shipped at "OWNER'S RISK" or goods not properly packaged or crated. These damage claims should be filed with your supplier.