



FREIGHT CLAIMS PROCESS

Every shipment should be checked for damages and shortages. If you notice either of these has occurred, notify the driver as well as 3PL Links Inc. and take the following steps:

LOST OR DAMAGED SHIPMENTS

If you notice lost or damage of freight, notify the driver immediately in order for the driver to inspect the goods with you. Then describe the loss or damage on both your copy of the proof of delivery as well as the driver's. The driver should do the same on both copies. Please note that the consignee is only able to refuse a shipment if the entire amount of product is deemed worthless due to loss or damage. If part of the shipment can be repaired or retained, the consignee should accept the entire shipment. Then the consignee can identify which parts can be repaired or retained, if any. While the shipment is in your possession, try to maintain its condition to as close to it was when first delivered by the carrier. Also, try to take digital photographs immediately following the incident. Damaged goods must remain in your possession until otherwise noted.

HOW TO FILE A CLAIM

We at 3PL Links Inc. will make every effort to reconcile the situation. With permission from the customer, 3PL Links Inc. will act on behalf of the customer in collecting the value of the lost or damaged product. **** Please note the carrier is entitled to "...pay, refuse payment, or make a firm compromise..." for the lost or damaged goods as per Item 300120 of the National Motor Freight Classification. ****

The following documents must be provided to 3PL Links Inc. in order to act on behalf of the customer:

- Full description of the events using the 3PL Links Inc. Freight Claim Form (see page 2)
- A copy of the bill of lading and proof of delivery, if separate documents.
- A vendor invoice illustrating the amount paid for the goods after all discounts.
- An invoice illustrating value of repairs that may have been performed on the goods.
- Any other documents (i.e.-statements, photos, etc.) that may support the damage or loss.

This information can be sent to:

**3PL Links Inc.
Attn: Claims Department
155 Rowntree Dairy Rd Unit #6
Woodbridge, ON
L4L 6E1**

Or can be sent by fax: **905-850-9023 Attn: Claims Department**

Please ensure the documents listed above are included in your claim description in order to allow us to submit them in a timely fashion. Do not send pictures via fax if faxing documents. Feel free to contact 3PL Links Inc. at any time for status of your claim.



3PL Links Inc. Freight Claim Form

Freight Loss and/or Damage Claim Submitted by:

Claimant Name:	Claimant Reference No.	Date Prepared:
Address:	3PL Links Inc. reference No. :	Claim Type: Shortage__ Damage__
City, State, Zip:	Contact Name:	Phone No.:
Remit Address (if different from above):		

Shipment Details:

Shipper Name and Address:	City, State & Zip:
Consignee Name and Address:	City, State & Zip:
Carrier Name:	Date of Incident:

Describe Damage:

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1. Was damage/loss noted at time of delivery or after driver had left?

 2. If the damage/loss was noted at a later time, what indicated that the loss or damage had occurred while in the possession of the carrier?

 3. Do you think the freight was properly packed?

 4. Who has current possession of the freight?

 5. What is the total value of the missing/damaged freight after all discounts and including repairs? What is the sku number of the damaged/missing items? How many pieces?

Documents Required From You:

- This 3PL Links Freight Claim form submitted to 3PL Links Inc.
- A copy of the bill of lading and proof of delivery, if separate documents.
- A vendor invoice illustrating the amount paid for the goods after all discounts (Total Value).
- An invoice illustrating value of repairs that may have been performed on the goods.
- Any other documents (ie- statements, photos, etc) that may support the damage or loss.

Please note this form is for informational purposes only and is not an acknowledgement of fault by any party. 3PL Links Inc. requires that all claims are to be submitted by the customer in writing as soon as damage and/or loss is recognized. Claims resulting from faulty packaging or defective product should be filed directly with the shipper.