



CUSTOMER CLAIMS PROCEDURE

Meyers Transport has always taken pride in delivering quality, claim-free service, and our history will show that we have an excellent record. We are continuously working to maintain our high standards and monitoring freight handling techniques to minimize the likelihood of shortage or damage to freight. In the unfortunate event that you are involved with a claim, the following is an outline of the claim procedure that a customer must follow to process a claim for damages to ensure the claim is processed in a timely manner.

Meyers Transport's Responsibility

We are responsible for the following when processing a claim:

- We will acknowledge in writing to the customer that a claim has been received, and at that time, indicate what, if any, additional information is required.
- We will review the situation, and based on the available information, arrive at a determination as to liability.
- After processing the claim information, we will inform the customer, in writing, whether the claim will be paid usually within 30 days receipt of the claim.

Customer Responsibility

- It is the customer's responsibility to inspect the freight when it is delivered. Signing the freight "Clear" or "Subject to Inspection" does not automatically acknowledge or indicate any liability to the carrier for damages discovered after the carrier representative has left.
- If damages are discovered with the carrier driver present, the customer must notify the carrier, in writing, of intent to claim and request an inspection. The carrier may waive the inspection at the carrier's discretion.
- If damages are discovered after the carrier has departed, the customer must notify the carrier within 7 days from the date of delivery for a "concealed damage" claim to be considered, then file the claim in writing within 60 days.
- Meyers Transport must receive the intent to claim, (with dollar amounts), within 60 days of the delivery date and the final statement of claim must be filed within nine months from the date of the shipment together with a copy of the PAID freight bill.
- When submitting a claim, the customer must include a copy of the inspection form, (if performed), and the claims form along with a copy of the following documents.
 - Copy of the original Bill of Lading
 - Copy of the original delivery receipt
 - Copy of the original supplier's invoice to verify cost.
 - Other particulars obtainable in proof of loss or damage claimed
 - Any pictures available of the damaged product.
- The customer must keep all damaged goods throughout the claims process in the event that Meyers Transport pays the claim and requires the product for salvage purposes.

Use [this form](#) to file your claim:

Fax this form to: 705-748-2489, **or**

E-mail it to: claims@meyers.ca, **or**

Mail it to:

Attn: Claims
Meyers Transport
1049 Crawford Avenue
Peterborough, ON
K9J 6X6

For further assistance, contact our Claims department: 705-748-4446 ext. 387

**** Damaged freight / packaging is to be held until liability determined**