

# ROSENAU TRANSPORT LTD.

## CLAIM FOR CARGO LOSS OR DAMAGE

SUBMIT CLAIM TO:

ROSENAU TRANSPORT LTD.  
CARGO CLAIMS DEPARTMENT  
P.O. BOX 4244 STN SOUTH CRO  
EDMONTON, ALBERTA T6E 4T3  
EMAIL: CLAIMS@ROSENAU.CA

MAKE CHEQUE PAYABLE TO : (IF DIFFERENT THAN BELOW)

NAME		
ADDRESS		
CITY	PROVINCE	POSTAL CODE

CLAIMANT'S NAME	PHONE NUMBER	FAX NUMBER	
CLAIMANT'S ADDRESS	CITY	PROVINCE	POSTAL CODE

ROSENAU PROBILL NUMBER	YOUR REFERENCE NUMBER	DATE OF SHIPMENT	DATE OF DELIVERY
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CLAIM AMOUNT \$	CLAIM FOR SHORTAGE <input type="checkbox"/> DAMAGE <input type="checkbox"/> OTHER (SPECIFY) <input type="checkbox"/>
SHIPPER	CONSIGNEE
ORIGIN	DESTINATION

**BRIEFLY DESCRIBE WHAT THE CLAIM REPRESENTS AND HOW THE CLAIM AMOUNT WAS CALCULATED.**


IF THE CLAIM INVOLVES DAMAGED GOODS, PLEASE CHECK ONE OR MORE OF THE FOLLOWING:

- DAMAGED GOODS CAN BE REPAIRED FOR \$ \_\_\_\_\_
- DAMAGED GOODS CAN BE USED "AS IS" FOR AN ALLOWANCE OF \$ \_\_\_\_\_
- DAMAGED GOODS ARE AVAILABLE FOR PICKUP
- DAMAGED GOODS ARE UNAVAILABLE (SPECIFY)  
\_\_\_\_\_

**ALL SALVAGE MUST BE RETAINED  
FOR CARRIER PICKUP UPON SETTLEMENT OF CLAIM**

TO AVOID DELAY IN PROCESSING YOUR CLAIM, THE FOLLOWING DOCUMENTS **MUST** BE ATTACHED:

- ORIGINAL VENDOR'S INVOICE OR CERTIFIED COPY
- CONSIGNEE'S COPY OF FREIGHT BILL BEARING LOSS OR DAMAGE NOTATIONS
- COPY OF THE PAID FREIGHT BILL
- ITEMIZED REPAIR BILL, IF APPLICABLE

I / We declare that the foregoing statements are true and correct and the articles and property described on this form were lost or damaged under the circumstances listed above.

SIGNATURE OF CLAIMANT

DATE

PRINT NAME

POSITION

# CLAIMS POLICIES AND PROCEDURES

The following policies and procedures will expedite the processing of any claims and we would suggest that you ensure that the appropriate people are made aware of them.

## 1. EXCEPTIONS AND DISCREPANCIES - (OVER-SHORT-DAMAGES-ETC.)

MUST BE WRITTEN on the PROBILL at the time of delivery. This DOES NOT constitute a claim. You MUST file a claim or letter of intent to claim WITHIN SIXTY (60) DAYS of the delivery date.

## 2. DAMAGES - INSPECTIONS

An inspection MUST be requested on all damages WITHIN TWENTY - FOUR (24) HOURS. The packaging and the damaged item MUST BE HELD for the Inspector. YOU MUST request an inspection even though the damage was noted on the probill.

## 3. CLAIM OR INTENT TO CLAIM

A Claim or Intent to Claim must be filed INWRITING to the carrier WITHIN SIXTY (60) DAYS of the date of delivery. Claims will only be accepted from the legal owner of the goods. Phone calls or notation on the probill IS NOT sufficient. This applies to ALL claims, whether noted on the probill or not. An Inspection Report is NOT a claim NOR intent to claim.

## 4. DISPOSITION/SALVAGE OF DAMAGED PRODUCT

Legally, as the owner of the freight, you must do what you can to keep the loss to a minimum. You can reduce the loss by keeping the damaged freight for a discounted price or have the goods repaired. Reducing costs will expedite settlement of your claim. **DO NOT** dispose of the damaged product. ALL salvage must be held until your claim is finalized. Failure to do so MAY result in your claim being declined.

## REQUIRED DOCUMENTS FOR FILING A CLAIM

1. **Invoice or letter of claim to Rosenau Transport Ltd. indicating what the claim is for.**
2. **Amount of claim.**
3. **Rosenau Transport Ltd. delivery probill number.**
4. **Copy of original supplier's invoice and a copy of the repair estimate, if applicable.**

NOTE: The carrier's liability is LIMITED to \$2.00/lb. based on the actual weight of the entire shipment, UNLESS THE SHIPPER HAS SHOWN THE VALUE OF THE GOODS ON THE BILL OF LADING.

Make sure the shipper declares the value of the expensive products. Excess valuation charges will apply.

Due to increasing administration cost, claims under \$50.00 will not be accepted. Rosenau Transport Ltd. WILL NOT be held responsible for concealed damage.

Claims will not be processed until the freight charges are paid. Invoices are NOT to be short paid for outstanding claims. Short payments will be assessed a \$25.00 administration charge per invoice.

Please email or send claims to:

Rosenau Transport Ltd. Cargo  
Claims Department  
PO BOX 4244 STN South Cro  
Edmonton, AB T6E 4T3

Email: [claims@rosenau.ca](mailto:claims@rosenau.ca)

If you have any questions or concerns, please

contact our claims department at 1-800-371-6895.

Claim forms can be obtained from your Rosenau Transport Ltd. representative or by contacting any Rosenau Transport Terminal.

# HOW TO FILE A FREIGHT CLAIM FOR LOSS OR DAMAGE

The first point to know is that a claim against a carrier is a legal demand for payment of money arising from the breach of the contract of carriage (Bill of Lading). The rules governing the filing of claims are founded in law and governed by government regulations and therefore must be followed strictly.

Claims rules and regulations can be found either on the Bill of Lading or on the reverse side of the Damage Inspection Report and are readily available at any of our terminals.

1. Upon receipt of all damaged/lost merchandise the consignee must contact Rosenau Transport's local terminal or Corporate Head Office WITHIN TWENTY-FOUR (24) HOURS and request a damage inspection be completed.

All damage inspections will be completed within a reasonable time, usually WITHIN FORTY-EIGHT (48) HOURS. Rosenau Transport Ltd. retains the right to waive any inspection report.

2. A claim for loss or damage must be served on the carrier in writing within the time limits specified in item 3. Damage Inspection Reports, notations on the freight bills or inspection requests do not constitute a claim or comply with claim filing procedures.

3. A claim for loss or damage or intent to claim must be filed in writing WITHIN SIXTY (60) DAYS after the date of delivery or in a case of failure to make a delivery, WITHIN NINE (9) MONTHS after a reasonable time for delivery has elapsed.

The final statement of the claim must be filed WITHIN NINE (9) MONTHS from the date of shipment together with a copy of the paid freight bill.

4. All damage or shortage claims must contain facts sufficient to identify the shipment (carrier probill number), assert liability and to substantiate a specified or determined amount of money.

5. All claims must be supported by the following documents:

- (a) A copy of the original invoice of goods sold or a photocopy of the original invoice or an exact copy of the original invoice. Invoices and/or copies must be certified by the claimant or his authorized representative to be true and correct with respect to the property involved and reflecting all trade or other discounts, allowances or deductions of any nature.
- (b) Consignee's copy of the freight bill bearing loss or damage notations.
- (c) A copy of the paid freight bill.
- (d) An itemized repair bill of damaged items, if applicable.
- (e) An itemized detail of claimed amounts by the claimant. This document should show specific items, grade, brands, services, quantities and conditions together with any deductions or allowances.

6. Rosenau Transport Ltd. will make every effort to settle all claims WITHIN THIRTY (30) DAYS after receipt. If a claim cannot be settled within this period, Rosenau Transport Ltd. will at that time and at the end of each succeeding SIXTY (60) DAY period thereafter while the claim remains pending, inform the claimant in writing of the reason for failure to conclude the claim.

Please note that when a shipment has had transportation by more than one carrier, it usually requires more time to provide settlement, as all carriers involved must be contacted and perform an investigation of the occurrences that surrounded the shipment while it was in their possession.