



Claims Procedures

SUBMIT ALL CLAIMS TO: EMAIL: solutions@dynamicconnections.com
Dynamic Connections Inc Fax (905) 844-3748
2172 Wycroft Rd Tel (866) 620-7555
Unit 4
Oakville, ON
L6L 6R1

1. All claims or intents to claim must be made in writing to our company. Complete the Dynamic Connections Standard for Presentation of Shortage and Damage Claim Form.
2. The following documents must accompany the claim:
 - a. Original supplier's invoice showing the value of the shipment.
 - b. Original bill of lading.
 - c. Final proof of delivery.
 - d. Itemized invoice outlining loss or damage to the shipment.
 - e. Copy of original paid freight bill.
3. **Damages or Shortages** Damages or shortages must be explicitly noted on the carrier's proof of delivery when such delivery is made. The following notations are not acceptable and will not entitle you to file a claim:
 - a. Subject to inspection.
 - b. Possible Shortage.
 - c. Possible Damage.
4. **Concealed Damage** claims must be reported without delay to the carrier. When concealed damage is noted, stop unpacking, notify Dynamic Connections immediately and request an inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection by the carrier.
5. **Time Limit for Filing Claim**
 - a. Damage claims must be filed within 30 days from delivery.
 - b. Shortage claims must be filed;
 - i. Part of shipment lost – 60 days
 - ii. Complete shipment lost – 9 months
6. **Valuation Clauses**
 - a. A carrier's liability is restricted to \$2.00/lb when no value is declared on the bill of lading at time of shipping.
 - b. When a declared value is shown, carriers are liable for an amount up to the value declared, providing proper invoices are supplied to verify this value.
7. A carrier is liable only for the value of the goods at time of shipping. A carrier is not liable for overhead expenses, lost profits, administration fees, etc.
8. Shipments must be checked according to the carrier's pro bill and not the packing slip.
9. Carriers are not liable for goods shipped at "Owner's Risk of Damages" or for goods not properly crated or packaged.
10. Salvage on damaged goods must be retained by the customer in the event a claim is paid. The salvage must then be given to the carrier.



Email: solutions@dynamicconnections.com
To: Claims Department
Fax: 905-844-3748

STANDARD FORM FOR PRESENTATION OF SHORTAGE AND DAMAGE CLAIMS

Attn: Claims Department
2172 Wycroft Rd, Unit 4
Oakville, ON L6L 6R1

Date

Dynamic Order Number

This claim for \$ (Amount of Claim) is made against (Carrier Name) by (Name and Address of Company Submitting Claim)

Claim is for SHORTAGE / DAMAGE (Circle to indicate)

Contact Name & Telephone # of Claimant (person submitting claim)

Description of shipment

Name and Address of Shipper

Name and Address of Consignee (Whom shipped to)

DETAILED STATEMENT SHOWING HOW CLAIM AMOUNT IS DETERMINED

(Number and description of articles, nature and extent of shortage/damage, invoice price of articles, amount of claim, etc.)

Table with 2 columns: Description of items and Amount. Includes a Total Amount Claimed row.

IN ADDITION TO THE INFORMATION GIVEN ABOVE, PLEASE PROVIDE THE FOLLOWING DOCUMENTS IN SUPPORT OF THIS CLAIM

- Bill of Lading, Paid Freight Bill, Proof of Delivery, Copy of original cost invoice, Copy of repair bill, Other, Relevant supporting documentation

The claimant certifies the foregoing to be correct;

Signature of Claimant:

Date:

Note: Carrier liability is limited to \$2.00 / lb unless otherwise stated on the Bill of Lading. The customer must retain damaged goods until such time as claim is settled.