



CUSTOMER CLAIM PROCEDURE

MARITIME-ONTARIO FREIGHT LINES LIMITED

1 MARITIME-ONTARIO BLVD.

BRAMPTON, ONTARIO

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Phone: 905-792-6100

Email: claims@m-o.com

At Maritime-Ontario Freight Lines Limited we are consistently improving our freight handling by working with the customer to minimize the possibility of shortage or damage to the freight. However, in the event that you will need to file a claim with Maritime-Ontario Freight Lines Limited We have prepared the following guidelines to assist you and helping us resolve your claim with minimal delay.

1. All Claims or Intents must be filed in writing to Maritime-Ontario Freight Lines Limited by email claims@m-o.com
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 day 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 suppliers invoice as proof of the value of the shipment and/or copy of the suppliers invoice for repairs or replacement parts*
 - c. *The original paid freight bill for the shipment*
 - d. *An itemized statement for the loss*
 - e. *Additional Documents (Photos, Statements, etc.)*

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 proof of deliver at time of delivery.*
5. *On concealed damage claims, when the concealed damage is noted, stop unpacking and notify M-O immediately to request for inspection. Do not continue unpacking. Continued unpacking of the shipment could disqualify your claim. 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 accordingly to the carrier’s proof of delivery receipt, not shipper’s packing slip. Carriers are not liable for goods said to be in any unopened or damaged container*
8. As per the Bill of Lading, if no value is declared on the shipment, the carriers legal maximum liability is \$2.00 per pound based on the actual weight (NOT CUBED) of the shipment. When declared value is shown, we are liable for the amount up to the value declared, providing proper invoices are supplied to verify this value.
9. On the damage or shortage, M-O is only liable for the value of the goods at the time and place of the shipment. Claims for things such as overhead, anticipating 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 claims should be filed with your supplier.
11. Time Limited for Filing Claim:
 - a. Damaged claims must be filed within 60 days from delivery
 - b. Shortage claims must be filed
 - i. Part of shipment lost – 60 days
 - ii. Complete shipment lost – 9 months
12. Claims less than \$75.00 will not be honoured, and will not accept account receivable set-off or deductions related to cargo claims. Administrative costs and following up on such would normally exceed the amount of recovery for the customer. M-O’s position is that filing and processing such claim is not economically prudent for any of the parties.
13. M-O shall not be responsible for the reimbursement of any freight charges for a replacement shipment moving with another Carrier or a shipment that was picked up at any Maritime-Ontario dock to deliver on behalf of the customer by any means of travel whether land, sea or air.
14. Shipments must be checked according to the carriers freight bill and/or the original shipper’s bill of lading, not the packing slip