

CSV GLOBAL INC  
Address: 7956 Torbram Road,  
Unit 219-220, Brampton, ON L6T 5A2  
Phone: 647-395-4640  
Email: accounts@csvglobal.ca  
Website: csvglobal.ca



## **CLAIM FILLING PROCEDURE**

**SUBMIT ALL CLAIMS TO CSV GLOBAL INC AT OUR ACCOUNTS EMAIL.**

- 1- All claims or intents to claim must be made in writing to our company.
- 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 the original paid freight bill.
- 3- **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 the carrier immediately and request inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection.
- 5- **Time limit for filing claim.**
  - a) Damage claims must be filed within 60 days for delivery.
  - b) Shortage claims must be filed as follows:
    - i. Part of shipment lost-----within 60 days.
    - ii. Complete shipment lost-----90 days.
- 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 for delivery.
  - b) When a declared value is shown, we are liable for an amount up to the value declared, provided proper invoices are supplied to verify this value.
- 7- A carrier is liable only for the value of the goods at the time of shipping. A carrier is not liable for overhead expenses, lost profits, administration fees etc.
- 8- Shipment 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. This type of claim should be filed with your supplier.
- 10- The customer must retain damaged goods until such time as their claim is settled. The goods will then be made available to carrier for salvage purposes.