



Freight cargo claims form

D/_____ M/_____ Y/_____

Company name : _____

(Claimant Name:) _____

The claim is deposited against named carrier for the freight movement under PB _____ concerning described merchandise:

Damage

Shortage

Total amount of the claim : _____ \$

Claim description:

Complete documentation must be forwarded to claim@martinroytransport.com. Documentation will include:

1. Bills of Lading(all)
2. Copy of original vendor invoice, proof of purchase cost or photocopy showing all discounts (Please include entire invoice)
3. Pictures of damage material
4. Quantity of damaged items
5. Indicate if material may be repaired or sold as a discount
6. Repair invoice (if applicable)
7. Availability of the material

Please note

- 1 Return authorisation will be issued, the RMA needs to be apposed on return merchandise, it will be pick up by MRT driver
- 2 If applicable, credit memo will be issued in a situation the account is current and freight invoice paid.

NOTE :

A carrier's liability is restricted to \$2.00 per pound when no value is declared on the bill of lading at time of shipping. When a declared value is shown, we are liable for an amount up to the value declared, providing proper invoices are supplied to verify this value. MRT won't pay a claim for which one claimed amount exceed real value of the damage or lost material.

All damaged goods must be retained at the consignee until the claim is settled. Failure to retain damaged freight could result in claim denial by MRT, credit analysis process will be cancelled.

MRT is not liable for goods shipped at "Owner's Risk of Damages" or for goods not properly crated or packaged. The following articles will be accepted at the customer's own risks. MRT won't be responsible and won't take any claim for the loss or damage they might take such as,

- Products or solutions susceptible to freezing or separating in transit
- Any kind of glass,
- Unwrapped or unsuffisantly wrapped,
- Rewrapped articles by the shipper.
- As well are included articles that are not in the original wrapping or have unsuffisiant identification,
- Fragile goods, including, but not limited to electronics and electric articles

These merchandises will transit at customer's own risks and accepted by MRT without declared value, i.e. the customer won't engage MRT's responsibility.

**Claims will be rejected if not indicated on MRT bill of lading
Request of claim for a value equal or minus 100.00 \$ will be declined**

YOU HAVE 30 DAYS FROM THE DELIVERY DATE TO SUBMIT YOUR CLAIM.

Submit your claim to : claim@martinroytransport.com.

MRT, A/S Claim, 543, Boulevard Témiscamingue, Rouyn-Noranda, QC, J9X 7C8