



Coastal Pacific Xpress Inc.
105 – 5355 152nd Street
Surrey, BC V3S 5A5

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www.cpx.ca

Coastal Pacific Xpress Inc. – Freight Claim Procedures

It is Coastal Pacific Xpress Inc.'s intention to settle all claims quickly, fairly, and equitably. In order to do this please read this information carefully and make sure that you submit all of the required information as quickly as possible. If you have any questions about the claims process please feel free to contact us at any time.

- 1) Any and all damages, shortages, or temperature issues must be noted on the delivery receipt at the time of delivery.
- 2) Concealed damage claims and/or claims for damages not noted at time of delivery will be denied by our claims department.
- 3) Please contact the CPX Claims Department immediately upon the discovery of any damage, shortage, or temperature issue.
- 4) The amount of any loss or damage must not exceed \$2 per pound (\$4.41 per kilogram), computed on the total weight of the shipment, unless a higher value is declared on the face of the bill of lading by the consignor.
- 5) Please complete the attached form and send to us with the following required documentation;
 - A copy of the original Bill of Lading
 - A copy of the packing slips listing all products shipped
 - A copy of your suppliers invoice showing the cost of goods and all associated discounts
 - Your invoice to CPX outlining the details of the claim. Must be invoiced as wholesale cost not with profits
 - Pictures of any damaged product. If this claim is related to temperature please be sure to include pictures of the probe temperatures
 - Copy of Paid Freight Bill

Please note that we will not be able to process your claim unless all of the required information is received. If you are unable to produce any of the requested items your claim may be denied.

Additional Information:

An Intent to Claim for claims related to damages, shortages, or temperature issues must be submitted to Coastal Pacific Xpress Inc. within 60 days of delivery. All final claims must be submitted in writing within 9 months of delivery date. Failing to comply with these will void the claim entirely.

All salvage must be retained until Coastal Pacific Xpress has settled the claim. Failing to have salvage available for pick up may result in the claim being withheld or reduced. If salvage is perishable it must be released to CPX immediately so we have the opportunity to mitigate our loss.

If filing multiple claims for different pro numbers please fill each one separately. All the required information will be required for each individual claim.

A copy of your paid freight bill must accompany the claim. As per the Motor Vehicle Act Regulations claims must not be deducted from your freight invoices. (*Motor Vehicle Act Regulations- Section 37.39- Article 2b- The final statement of the claim must be filed within 9 months after the date of shipment, together with a copy of the paid freight bill.*)

Claims Submission Schedule

NOTIFICATION OF CLAIM – Coastal Pacific Xpress Inc. must be notified immediately (maximum 48 hours) upon the discovery of the claim.

INTENT TO CLAIM – A formal Intent to Claim must be received in writing within 60 days of the delivery date.

FINAL STATEMENT OF CLAIM – Your final statement of claim must be received within 9 months from the date of delivery.

****FAILING TO NOTIFY CPX OF YOUR CLAIM IN THE ABOVE MENTIONED TIMELINE WILL RESULT IN YOUR CLAIM BEING DENIED****

Your freight is of great importance to us and as a company we take every precaution to ensure we deliver it to your customer on time and intact. However, from time to time damage or loss may occur in the transportation process and subject to the above CPX will pay promptly for the claims which we are legally liable for and are submitted in the proper manner and time frame.

Claims need to be submitted to the CPX Claims Department.

**Coastal Pacific Xpress Inc.
Unit 105 – 5355 152nd Street
Surrey, B.C. V3S 5A5
Phone: 604-575-4200 Ext. 344 or Ext. 375
Fax: 604-575-0973**

****Please note that GST is not payable on any cargo as per Revenue Canada****

If you have any questions or require any additional information please feel free to contact the CPX Claims Department at the above number or email TeamCargo@cpx.ca.

STANDARD FORM FOR PRESENTATION OF LOSS AND DAMAGE CLAIM

Attn: Claims Department

To: Coastal Pacific Xpress Inc.
105-5355 152nd Street
Surrey, B.C. V3S 5A5
Fax: 604-575-0914

From: _____

This claim is for \$ _____ is made against your company for: ___ Damage in connection with the following described shipment
 ___ Loss in connection with the following described shipment

(Shipper's Name)	(Consignee's Name)
(Point Shipped from)	(Final Destination)
(Name of Carrier Issuing Bill of Lading)	(Name of Delivering Carrier)
(Date of Bill of Lading)	(Date of Delivery)
(Routing of Shipment)	(Delivering Carrier's Freight Bill No)

If shipment reconsigned en route, state particulars: _____

DETAILED STATEMENT SHOWING HOW AMOUNT CLAIMED IS DETERMINED (Number and description of articles, nature and extent of loss or damage, invoice price of articles, amount of claim, etc.) ALL DISCOUNTS and ALLOWANCES MUST BE SHOWN	
Total Amount Claimed	

The following documents are submitted in support of this claim:

- ___ Original Bill of Lading
- ___ A copy of the packing slips listing all products shipped
- ___ A copy of your suppliers invoice showing the cost of goods and all associated discounts
- ___ Your invoice to CPX outlining the details of the claim. Must be invoiced as wholesale cost not with profits
- ___ Pictures of any damaged products. If this claim is related to temperature issues please be sure to include pictures of the probe temperatures
- ___ Copy of Paid Freight Bill
- ___ Other particulars obtainable in proof of loss or damage claimed

(Note: The absence of any document called for in connection with this claim must be explained. When impossible for claimants to produce original bill of lading or paid freight bill a bond of indemnity must be given to protect carrier against duplicate claim supported by original documents)

INDEMNITY AGREEMENT

In the absence of the Original Freight Bill and/or Original Bill of Lading, we agree to hold the above named carrier to whom this claim is presented and any other participating carrier harmless and indemnified against any and all lawful claims which may be made against it or them arising out of the same shipment and will pay to the said carrier and any participating carrier(s) any losses, damages, costs, counsel fees or any other expenses which they or any of them may suffer or pay by reason of payment of our claim, herein described, without the surrender of the Original Freight Bill or Bill of Lading, as such was not provided and/or cannot be located.

 (Date)

 (Claimant's Name)

 (Signature)

 (Company, Address, Title)