



Beech Hill Freight Brokerage

HOW TO FILE A CLAIM:

It is our goal to handle your shipment in such a way that you never need to file a claim. However, should that be necessary, we'll process your claim in a prompt and courteous manner.

Your claim and all supporting documentation are required to be filed within 60 days of delivery or in cases of non-delivery, within nine months after a reasonable time for delivery has elapsed. Beech Hill Freight Brokerage Inc. will not pay a claim unless it is filed, in writing, within the allotted period. Please follow the procedures below:

1. Determine the dollar amount which accurately represents your loss.
NOTE: Because the owner of the shipment has a legal obligation to minimize the amount of a claim whenever possible, you should make every effort to repair, discount or salvage damaged goods.
2. Complete the Beech Hill Freight Standard Claim Form available on our website: [Standard Claim Form](#)
3. Collect and attach the following documents to support your claim:
 - a. A vendor invoice for the goods shipped, including the full price paid after any discounts or deductions.
 - b. A copy of the freight bill invoice.
 - c. A copy of the bill of lading.
 - d. Detailed repair invoices, if goods in question have been repaired.

4. Send your claim and all supporting documentation to: **Beech Hill Freight Brokerage Inc.**
Attn: Claim Department
101 Woodborough Road
Guelph Ontario
N1G 3L7

By email to dispatch@beechhillfreight.com

Beech Hill acknowledges all claims within 30 days.

THINGS TO KNOW PRIOR TO SUBMITTING A CLAIM:

- All damages or shortages must be noted on the delivery receipt at time of delivery. Notations such as Subject to Inspection, Subject to Verification, Possible Damage and/or Shortage are not acceptable.
- Concealed damaged and/or claims for damages not noted at time of delivery may be disallowed.
- The carrier is not required to pay GST or HST
- All salvage must be retained for inspection and/or until claim has been settled. Failure to have salvage available may result in default of payment.
- If filing more than one claim, please issue a separate claim and documents for each shipment.
- Payment of freight charges must be received before any claim can be processed. Freight claims are not to be deducted from freight invoices.
- Claims may be delayed if incomplete documentation is submitted.
- A carrier's liability is restricted to \$2.00/lbs. if no extra insurance has been pre-purchase for this shipment prior to the shipping date.
- 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.
- 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.