

**We regret the circumstances/conditions that have led you to file a claim.**

**Objective:**

The purpose of this Cargo Claims Process is to provide clear instructions for filing and processing cargo claims to ensure timely and accurate resolution of any damage, loss, or shortage that occurs during the transportation of goods via ShipNorthAmerica Network Inc.

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**1. Incident Reporting**

**1.1. Timeframe for Notification**

Claims must be reported within **48 hours** of delivery or discovery of damage or loss. Late notifications may result in denial of the claim.

**1.2. Customer Responsibility**

Upon discovering a potential loss, damage, or shortage in the shipment, the customer (shipper or consignee) must immediately notify ShipNorthAmerica Network Inc. by phone or email. The notification should include the following details:

- **Shipment Details:** Bill of Lading (BOL), tracking number, and route of shipment.
  - **Incident Description:** A brief explanation of the nature of the damage, loss, or shortage.
  - **Photographic Evidence:** Photographs of the damaged cargo, packaging, and any visible signs of mishandling (if applicable).
  - **Condition at Delivery:** Whether the cargo was accepted or refused at the point of delivery.
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## 2. Claims Initiation

### 2.1. Claim Form Submission

The customer will be required to complete and submit a **Cargo Claims Form** to ShipNorthAmerica Network Inc. This form is available on the ShipNorthAmerica website or can be provided upon request. The form must include:

- **Claimant Information:** Name, address, and contact details of the claimant (shipper or consignee).
- **Shipment Details:** Bill of Lading number, shipment weight, dimensions, and type of goods.
- **Description of Damage or Loss:** Specific details of the cargo damage or shortage, along with any mitigating factors that may have contributed.
- **Value of Loss or Damage:** An estimate or invoice that represents the value of the damaged goods or the lost items.

### 2.2. Supporting Documentation

The following documentation must accompany the Cargo Claims Form:

- **Original Bill of Lading (BOL):** Proof of shipment and receipt.
  - **Invoice or Proof of Value:** For the cargo that was damaged or lost.
  - **Photographs:** High-quality photos showing the damage or the condition of the goods upon delivery.
  - **Inspection Reports** (if available): Reports from third-party inspectors or claims adjusters.
  - **Proof of Delivery:** Signed delivery receipt or delivery confirmation, including any notations about damage.
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### 3. Investigation and Documentation Review

#### 3.1. Acknowledgment of Claim

ShipNorthAmerica Network Inc. will acknowledge the receipt of the claim within **5 business days**. This acknowledgment will confirm the start of the investigation process.

#### 3.2. Investigation Process

ShipNorthAmerica Network Inc. will review the documentation provided by the claimant, including the BOL, photographs, invoices, and other related evidence. The freight brokerage may also:

- Contact the carrier (or carriers) involved to request additional information or documents.
- Request additional evidence or inspections to verify the extent of the damage or loss.
- Investigate the specific circumstances of the shipment, including any potential discrepancies, such as improper packaging or handling.

#### 3.3. Claim Approval or Denial

Within **30 days** from the date of claim submission, ShipNorthAmerica will provide the claimant with the outcome of the investigation. Claims may be:

- **Approved:** If the damage or loss is confirmed to be the responsibility of ShipNorthAmerica or the carrier.
- **Denied:** If it is determined that ShipNorthAmerica or the carrier is not liable, or if the claim does not meet the necessary conditions for compensation.

#### 3.4. Communication of Outcome

The claimant will be notified of the decision in writing, outlining the reasoning for approval or denial. If the claim is denied, the claimant will be provided with the opportunity to appeal the decision or submit additional evidence for review.

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## 4. Compensation or Settlement

### 4.1. Approved Claims

If the claim is approved, ShipNorthAmerica Network Inc. will compensate the claimant based on the value of the goods, subject to the terms and conditions outlined in the service agreement. This may include:

- **Full Compensation:** For the total value of the damaged or lost goods, up to the maximum liability outlined in the BOL or the freight agreement.
- **Partial Compensation:** If the goods were partially damaged, the compensation will reflect the percentage of damage sustained.

### 4.2. Payment Method

The compensation will typically be issued via **EFT**. Payments are generally processed within **15 business days** of claim approval.

### 4.3. Deductibles and Liabilities

ShipNorthAmerica Network Inc. may assess a deductible for claims based on the specific terms of the shipping agreement, which may limit the amount reimbursed. Any liability exclusions or limitations will be specified in the BOL or freight agreement.

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## 5. Appeals Process

### 5.1. Filing an Appeal

If the claimant disagrees with the decision regarding the claim (approval or denial), they may file an appeal within **15 days** of the decision. The appeal should include:

- A written statement outlining why the claimant believes the decision was incorrect.
- Any additional documentation or evidence that was not initially provided.

### 5.2. Appeal Review

ShipNorthAmerica Network Inc. will review the appeal within **15 business days** and make a final decision, which will be communicated to the claimant in writing. The decision at this stage is final.

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## **6. Fraud Prevention and Investigation**

### **6.1. Investigation of Fraudulent Claims**

ShipNorthAmerica Network Inc. has a zero-tolerance policy for fraudulent claims. Any indication that a claim has been submitted with false information, tampered documentation, or fraudulent intent will result in an immediate investigation. This may include:

- An internal review of the shipment's entire process.
- A request for independent inspection or verification of goods.

### **6.2. Consequences of Fraudulent Claims**

If a claim is found to be fraudulent, it will be denied, and the claimant may be held liable for any costs incurred in the investigation process. Legal action may also be pursued in cases of deliberate fraud.

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## **7. Claim Closure**

Once the claim has been resolved, either through compensation, denial, or appeal, the case will be closed, and a final report will be issued to the claimant. This report will summarize the investigation, findings, compensation provided (if applicable), and any other relevant details.

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## **8. Contact Information**

For questions or assistance regarding the cargo claims process, customers may contact ShipNorthAmerica Network Inc. through the following methods:

- **Phone:** 877-744-7762
  - **Email:** info1@shipnorthamerica.com
  - **Mailing Address:** 1925A Barton Street East Hamilton Ontario CANADA L8H 2Y7
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