



CLAIM FILING PROCEDURE

SUBMIT ALL CLAIMS TO:

DVL Freight Systems Inc.
4977 Levy
Saint-Laurent, Québec
H4R 2N9

1. All claims or intents must be filed in writing to DVL Freight Systems Inc.
2. The following documents must accompany the claim:
 - a) Suppliers invoice showing the value of the shipment
 - b) Bill of lading
 - c) Final Proof of delivery
 - d) Detailed outline of loss or damage to the shipment
 - e) Copy of original paid freight bill
 - f) *Pictures of damaged product (if possible)
3. Damage or shortages must be clearly noted on the proof of the delivery when delivery is made.
4. Concealed damage claims must be reported without delay to DVL Freight Systems. When concealed damage is noted, stop unpacking, call DVL Freight Systems and request an inspection. Continued unpacking of the shipment could disqualify your claim. Packaging must be retained for inspection by the carrier.
5. Time Limit for filing the claim. All claims must be filed within 30 days of delivery.
6. Valuation Clauses
 - a) DVL Freight Systems' liability is restricted to the cargo liability in place by the carrier/supply chain partner used in the movement/order in question.
 - b) When a declared value is shown, we are liable for an amount up to value declared, providing proper invoices are supplied to verify this value. (excessive value surcharge applicable)
7. DVL Freight Systems is not liable for the value of the goods at time of shipping. A carrier is not liable for overhead expenses, lost expenses, lost profits, administration fees, etc.
8. DVL Freight Systems is 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 the supplier.
9. The customer must retain damaged goods until such time as their claim is settled. The goods will then be made available to DVL Freight Systems for salvage purposes.