

# Procedure for Handling Cargo Claims

All claims or intent to claim must be made in writing to Kintetsu World Express Canada Inc (KWE Canada). Please complete the KWE Canada Formal Claim Form clearly to avoid any delays in your claim being processed.

All claims (for possible Damage, Shortage, or Theft) must be filed immediately upon discovery of incident with a maximum allowable notice period of 9 months from receipt of goods. In the case of concealed damage, KWE Canada must be notified within 48hrs of delivery date by email and then followed up with your intent to claim. Please note claims may take up to several months to process and reach a settlement depending on the nature of your claim.

## 1) Filing Intent to Claim:

- a) The following documents MUST accompany the claims:
- Commercial Invoice (Shipper's Original Invoice)
  - Packing Slip/List
  - HAWB/HBL/MAWB/MBL OR Trip Number/Order Number
  - Proof of Delivery
  - Inspection Report
  - Destruction Certificate
  - Related pictures and other documents

## 2) Damage/Shortage:

- a) Damages or shortages must be clearly defined and noted on the delivery receipt or POD when such delivery is made. The following notations are NOT acceptable and will not validate your claim request.

“Subject to Inspection”

“Possible Shortage”

“Possible Damage”

- b) KWE Canada must be notified immediately within 48hrs of delivery date regarding any damage that exceeds \$1,000 and will also reviewing an inspection report for the damaged goods reported.
- c) All material pertaining to the damaged freight should be held in a secure area until inspection is taken place. Failure to retain all related packaging can result in delay or possible denial of your claim.

## 3) Concealed Damage:

- a) KWE Canada must be notified within 48hrs of delivery date by email. Packaging must be retained for inspection.

## 4) Valuation Clauses:

- KWE Canada will not accept liability for cargo claims of \$50.00 and under. Administrative costs and following up on such claims would normally exceed the amount of recovery for the customer. Filing and processing such claim is not economically prudent for any of the parties.
- All claims are settled based on the terms and conditions in the bill of lading unless a declared value was freight stated on the bill of lading and additional insurance had been arranged at the time the order was placed with KWE Canada.
- KWE Canada is liable only for the value of the goods at time of shipping and not liable for overhead expenses, lost profits, labor charge, freight charge and administration fees, etc.
- Shipments must be checked according to the carrier's pro bill/AWB and/or the original shipper's bill of lading, not the packing slip.
- KWE Canada reserves the right to salvage/recover cost of goods (in the case of full value claims) once claim is settled unless the contracted agreement stipulates otherwise.
- The failure of a claimant to act upon a written request for documentation, freight charge payment, claim amendment, salvage request or return a proof of loss statement within thirty (30) days from the date of written request will cause the claim to be denied and it shall not be reopened.
- KWE Canada 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 your supplier.
- All formal claims must be filed within 9 months from the date of shipment together with a copy of the paid freight bill.
- The claims that KWE Canada pays to claimants are not subject to the GST/HST.



# Kintetsu World Express (Canada), Inc.

6405 Northam Drive, Mississauga, ON, L4V 1J2

**PLEASE COMPLETE CLAIM FORM CLEARLY TO AVOID ANY DELAYS AND SUBMIT BY EMAIL OR COURIER TO KWE CANADA**

**Email to: [claims@kwe.com](mailto:claims@kwe.com) Courier to: Kintetsu World Express Canada Inc 6405 Northam Drive, Mississauga, ON L4V 1J2**

**Attention to: Claims Department**

CLAIM AMOUNT:

CLAIM FILED DATE:

INVOICE NUMBER:

SHIPMENT DATE:

MODE OF SERVICE:

AIR

OCEAN

GROUND

CLAIM IS FILED FOR:

SHORTAGE

DAMAGE

CONCEALED  
DAMAGE

REPAIR

ALLOWANCE

CLAIMANTS REFERENCE NUMBER:

CLAIMANTS COMPANY NAME (PAYABLE TO):

MAILING ADDRESS:

CITY:

PROVINCE:

POSTAL  
CODE:

SHIPPER NAME:

CONSIGNEE NAME:

ADDRESS:

ADDRESS:

CITY, PROVINCE, POSTAL CODE:

CITY, PROVINCE, POSTAL CODE:

**NOTE: CLAIM MUST BE SUPPORTED BY A DETAILED STATEMENT TO SHOW HOW THE CLAIM AMOUNT WAS DETERMINED. IF LOST, INCLUDE A DETAILED DESCRIPTION OF THE PACKAGE TYPE, SIZE, COLOR, LABELS, MARKINGS ETC.**

**FREIGHT DESCRIPTION AND EXTENT OF LOSS / DAMAGE:**

**PLEASE DESCRIBE THE REASON(S) FOR THIS CLAIM:**

NUMBER OF DAMAGED/LOST PIECES	
AMOUNT (PLEASE SHOW CALCULATION)	
CURRENCY: CAD USD	TOTAL CLAIM AMOUNT
	TOTAL WEIGHT (KG)

**NOTE: CLAIM SHOULD BE SUPPORTED BY THE FOLLOWING DOCUMENTS. FAILURE TO INCLUDE SUFFICIENT DOCUMENTATION MAY DELAY CONCLUSION OF THE CLAIM.**

COPY OF BILL OF LADING OR DELIVERY RECEIPT

ORIGINAL VENDOR INVOICE, PACKING LIST AND/OR DETAILED REPAIR INVOICES

RELATED PICTURES AND OTHER DOCUMENTS

IF DAMAGED, IS THE UNIT REPAIRABLE OR WILL CONSIGEE KEEP FOR ALLOWANCE? YES NO

WEIGHT OF LOST OR DAMAGED ARTICLE

**THE ABOVE INFORMATION PROVIDED IS HERBY CERTIFIED AS CORRECT.**

CLAIMANT'S NAME (PRINT)

CLAIMANT'S EMAIL ADDRESS

COMPANY NAME

TELEPHONE NUMBER