

Date

Your reference

Company

Address

City

Province

Postal Code

Contact name

Phone #

Fax #

Email address

Amount of the claim

\$

Probill number

Your reference

Damaged

Short ship

Other

Description

The goods can be repaired for a cost of \$

The goods have to be retained until further notice from the transporter

# CLAIMS PROCEDURE

You can send a claim by email : [claims@inter-nord.com](mailto:claims@inter-nord.com)

by fax : (450) 438-7201

by mail : Les Transports Inter-Nord  
455 Lajeunesse Ouest  
Saint-Jérôme, Québec  
J5L 2P7

- 1- Any claim or intention to file a claim must be submitted in writing (art. 2050 Cc.)
- 2- Kindly attach the following documents in order to have your claim processed :
  - Document proving the amount of your claim (invoice from supplier or any other document)
  - A signed proof of delivery referencing the damaged goods or short shipment information noticed at the time of the delivery
  - Photos if available
- 3- In case of goods damaged, lost or short shipped at delivery, the claimant has 60 days to produce and file a claim or advise of his intent to file a claim with the carrier (art. 2050 Cc.)
- 4- In case of non-delivery, the claimant has nine months after the date it was shipped to produce and file his claim or his intention to file a claim with the carrier (art. 2050 Cc.)
- 5- The carrier pays the claim at cost (shipping) and not the selling price (art. 2052 Cc.)
- 6- The customer must keep the damaged goods until the claim is settled. The carrier has the right to reclaim the damaged goods. Should the carrier not be able to recover the damaged goods, he is then entitled to refuse to settle the claim
- 7- If no value is stipulated on the bill of lading, the carrier's liability is limited to \$2.00/pound or 4.41\$/kg according to the weight indicated on said bill of lading
- 8- The carrier does not accept claims that are less than \$50.00

For any questions regarding claims, please contact the claims service :

(450) 438-7133  
[claims@inter-nord.com](mailto:claims@inter-nord.com)

Thank you for your cooperation