

FREIGHT CLAIM GUIDE

In the event it is your desire to make claim against **Ranger Express Forwarding Inc.** for the handling of your freight, it will be necessary that the claim, or intent to file claim, be received by our office within five (5) days after delivery of the shipment.

Would you kindly follow the procedure below:

1. Forward your claim in the form of a letter to **Ranger Express Forwarding Inc.** at the following address:

Ranger Express Forwarding Inc.
7685 Bath Rd.
Mississauga, Ontario, Canada
L4T 3T1

2. State the reason for submitting your claim (loss, damage, etc.).
3. State the amount of your claim, and provide a detailed explanation of how the claim amount was determined. (If duty and sales tax are being claimed, show these as separate items, stating the rates, etc.).
4. Attach to the claim letter, the supplier's invoice verifying the value shown, or certified copy thereof (Canada Customs invoices are acceptable).

Also, attach a copy of the Canada Customs B3 form or voucher showing the duty and taxes paid, if a portion of these amounts are being claimed.

In the case of personal effects where these documents do not exist, sales receipts for the purchase of items, or repair bills or estimates of repairs are acceptable. If these are not available, the claim must be notarized by a Notary Public.

5. Your copy of the house airwaybill or advice note or shippers letter of instructions.

Please note that before your claim can be considered, all outstanding transportation charges must first be paid.

Your co-operation in preparing your claim as suggested above is solicited and will aid us greatly in processing it as quickly as possible.

Thank you,

Ranger Express Forwarding Inc.