

The following procedure has been introduced to Pankratz Enterprise Ltd. customers to help streamline the process for damage and loss claims. We want to ensure that any loss or damages that may happen in transportation of your goods are handled efficiently and accurately.

### Shipper Responsibilities

A number of variables can affect your shipment during transport.

- The number, size and shape of other shipments it has been loaded with
- Road conditions
- The weather
- Special loading and/or handling requirements
- Warehousing conditions

To prevent loss and damage, all of these variables must be considered when material, its packaging and its package markings are designed.

As the shipper, you **must** be responsible for:

- Proper packaging
- Proper marking on the packaging
- Proper description on the shipping documents

All existing tariff and shipping regulations related to your material must be followed. Minimum packaging requirements are outlined in the following 2 publications:

- National Motor Freight Classification
- Transporting Dangerous Goods by Truck

### Receiver/Consignee Responsibilities

As the receiver/consignee, you must identify and document loss and/or damage carefully. There are two types of loss or damage.

- Visible or noted
- Concealed

### Visible or Noted Loss or Damage

Visible loss or damage means that the loss or damage was apparent at the time of delivery. Noted means that a detailed description of the loss or damage was recorded on the Pankratz Enterprises Ltd. bill of lading at the time of delivery. At the time of delivery, you **must**:

- Check your material for visible signs of damage
- Open any materials that show signs of loss or damage while the driver is still present
- Examine the contents with the driver
- Record an exact, detailed description of the findings on the Pankratz Enterprises Ltd. bill of lading and **have the driver sign off on it.**

Do not use general or generic terms such as “box damaged” or “subject to inspection” in your description; they will not provide support for your claim. Record specific details such as “switch broken off generator” or “release handle broken” or “12 inch scratch on door frame”. Whether visible, noted, or concealed, pictures **must** be taken whenever damage is discovered.

## Shortages

At the time of delivery, you **must**:

- Check the labels on all materials to be certain they are or are not yours
- Check for shortages as goods are being unloaded
- Count the actual materials compared to the packing slip

After doing your counts and double checking them, give a description of any shortages on the Pankratz Enterprises Ltd. bill of lading and **have the driver sign off on it.**

## Concealed Loss or Damage

Concealed means the damage was not visible at the time of delivery. If this type of damage is discovered after the time of delivery and signing off on our bill of lading, you **must**:

- Notify Pankratz Enterprises Ltd. within 48 hours of delivery. Notification can be given by telephone, but the phone call must be followed up with written notification by email or fax.
- Keep the shipment (containers, contents, etc.) in the same condition that they were in when the damage was discovered

Whether visible, noted or concealed, pictures **must** be taken whenever damage is discovered. The following factors are also considered in a concealed damage claim.

- Nature of the goods
- Adequacy of packaging
- Movement before pickup or after delivery
- Retention and condition of the original containers

Pankratz Enterprises Ltd. reserves the right to inspect any damage prior to approving a claim as they deem necessary.

## Burden of Proof and Salvage

In a concealed damage claim, you have the burden of proof. You must prove that the damage was caused by Pankratz Enterprises Ltd., not other parties who have handled the material.

Legally, as the owner of the material, you must do what you can to keep the loss to a minimum. You can reduce the loss by keeping damaged materials and selling them for a discounted price or by having the material repaired. Reducing the loss will expedite settlement of your claim.

If the material is a total loss to you, call Pankratz Enterprises Ltd. for disposition and assistance. Any salvage must be retained for Pankratz Enterprises Ltd. disposition until after the claim has been settled.

## How to Submit a Claim

Pankratz Enterprises Ltd. understands that lost and damaged material cause major inconveniences to you and your customers. We will make every attempt to settle your claim properly and promptly. You can help speed up the process by ensuring all required material is sent at the time of claim. Only the shipper, receiver/consignee, or a third party who has claim or title to the material may file a claim. You **must** provide the following information:

- A completed Cargo Loss & Damage Claim Form (these forms can be obtained through our website [www.pankratzent.com](http://www.pankratzent.com) or by phoning our office to request one sent via email, fax or Canada Post)
- A copy of the original bill of lading or pertaining invoice number, if known
- A copy of your supplier invoice showing your cost of the damaged or lost material or a copy of the repair invoice for repairs made to restore the material
- Picture of any damages whether visible, noted, or concealed

All the above noted documentation is required for a claim to be handled the way it should be. Not supplying this information for a claim could result in a lengthy, drawn out claim or refusal of the claim.

All claims should then be emailed, faxed or mailed.