



## CUSTOMER CLAIMS PROCEDURE

Mosaic Logistics Inc. has always taken pride in delivering quality, claim-free service, and our history will show that we have an excellent record. We are continuously working to maintain our high standards and monitoring freight handling techniques to minimize the likelihood of shortage or damage to freight. In the unfortunate event that you are involved with a claim, the following is an outline of the claim procedure that a customer must follow to process a claim for damages to ensure the claim is processed in a timely manner.

### Mosaic Logistics Inc. Responsibility

As a Third-Party Logistics provider, Mosaic's aim is to facilitate the quick and successful resolution of a claim between our customer and the carrier.

We are responsible for the following when processing a claim:

- We will acknowledge in writing to the customer that a claim has been received and we will indicate what, if any, additional information is required.
- We will submit the claim to the carrier and work with the carrier to arrive at a determination as to liability
- After processing the claim information, we will inform the customer, in writing, as to the outcome of the claim usually within 30-60 days of receipt of the claim. On more complicated claims, the timeframe may be longer but Mosaic will ensure the process is as expedient as possible.

### Customer Responsibility

- **It is the customer's responsibility to inspect and count the freight when it is delivered.** If damages are discovered with the driver present, **the specifics must be recorded in detail on the Delivery Receipt or Proof of Delivery (POD).**
  - Signing the receipt "Subject to Inspection" does *not* indicate any liability to the carrier for damages or shortages discovered after the carrier representative has left.
- If concealed damages are discovered after the carrier has departed, the customer must notify Mosaic immediately. We recommend you stop unpacking, keep all packaging intact, and request an inspection. Concealed damage should be reported no later than 24 hours after delivery and a claim submitted within 60 days.
- Signing a receipt clear (without noting any damages or shortages) will almost always result in a denied claim.
- All packaging materials and damaged articles *must* be kept throughout the claims process for inspection and for potential salvage value after the claim is resolved.
- Mosaic Logistics Inc. must receive the **written intent to claim (with dollar amounts), within 60 days** of the delivery date and the final statement of claim must be filed within nine months from the date of the shipment together with a copy of the PAID freight bill.
- When submitting a claim, the customer must include a copy of the inspection form (if performed), and the claims form along with a copy of the following documents:
  - Copy of the original Bill of Lading
  - Copy of the original delivery receipt
  - Copy of the original supplier's invoice to verify cost.
    - Do *not* include GST (see notes below) in the claim amount
  - Other particulars obtainable in proof of loss or damage claimed
  - Any pictures available of the damaged product



### Further information on filing claims:

- Please note that standard carrier liability is limited to \$2 per pound in Canada. If your product is more valuable than \$2/lb, please talk to your Mosaic representative before shipping. We may be able to offer a higher level of coverage and will choose carriers based on the coverage required.
  - o If product is to be covered for more than \$2/lb;
    - Mosaic must be notified before the shipment is picked up.
    - Mosaic must confirm that coverage is available with the carrier.
    - The valuation *must* be written on the bill of lading that is given to the carrier
  - o Often, with product that is more than \$2/lb, the most cost-effective insurance is through your insurance provider directly; not through the carrier.
- Please note that carriers are only liable for the value of the goods at time of shipping. A carrier is not liable for overhead expenses, lost profits, travel expenses, administration fees, penalties, etc.
- It is the Claimant's responsibility to mitigate any claims and lessen the loss for whoever may be required to underwrite the claim.
- Note that carriers are not always liable. Canadian law does specify that a carrier shall not be liable for loss or damage that is caused by an act or default of the consignor, consignee, or owner of the goods. This exclusion relates to damages that stem from inadequate packaging or to situations that have developed outside of the carrier's control.
- Do not include GST in the claim submission. GST is not subject to inclusion in transportation claims. Any GST you have incurred on the goods claimed would be recovered through an input tax credit with Revenue Canada.
- If involved in a claim, you may also wish to inform your own insurer, supplier or any other party that may be involved if there is questionable carrier liability or limited transit valuation coverage (for example if your product is more than \$2/lb)
- It is usually uneconomical to process, document and enter a claim if the amount claimed is less than \$50. Some carriers will deny claims under \$50 without review.

Please contact our team if you have any further questions on the claims process or need guidance before shipping a high value load. 1-888-291-4442 or [customerservice@mosaiclogistics.com](mailto:customerservice@mosaiclogistics.com)

Claims should be submitted to:

Mosaic Logistics Inc.  
900 Major Bennett Drive  
Peterborough, ON  
K9J 6X6

[customerservice@mosaiclogistics.com](mailto:customerservice@mosaiclogistics.com)