



2139 Wycroft Road, Oakville, Ontario L6L 5L7

Tel: (Oakville) 905-847-6555 (Toronto) 416-213-7187 (Toll Free) 1-800-388-7947

Fax: 905-847-5509

Dear Customer:

The following requirements are necessary in order for All-Connect Logistical Services to better facilitate the handling of your claim.

Any claim for intransit damages or shortages must be reported to our Claims Department within 24 hours of delivery by e-mail to customerservice@allconnect.ca *or* by telephone 416-213-7187, Toll Free 1-800-388-7947 *or* by fax at 905-847-3339.

All-Connect will require the following documents in order to process your claim:

1. Standard Claim Form (showing breakdown of amount claimed)
2. Shipper's Invoice
3. Freight Bill (if available)
4. Shipper's Bill of Lading (clearly noting shortage or damage)
5. Photographs (if possible)

The above-referenced documents plus any other documentation which may be pertinent to the claim must be filed within sixty (60) days upon receipt of goods. These documents will allow all-Connect to better process your claim. Failure to supply a majority of the above could result in your claim not being honoured.

Please be advised that All-Connect will not process any claims under \$100.00

Your cooperation in getting your claim resolved is greatly appreciated.

Claims Department
All-Connect Logistical Services Inc.