



**2070 Wycroft Road, Oakville, Ontario L6L 5V6**  
**Tel: (Oakville) 905-847-6555 (Toll Free) 1-800-388-7947**  
**Fax: 905-847-5509**

DATE: \_\_\_\_\_

TO: \_\_\_\_\_

Dear Customer:

We have laid out some requirements 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 **or** by telephone at 416-213-7187 **or** Toll Free 1-800-388-7947 **or** by fax at 905-847-3339.

When following up your telephone call with the actual official filing of the claim, All-Connect will require the following documents:

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 \$50.00.

Your cooperation to assist us in getting your claims paid is greatly appreciated.

Claims Department  
All-Connect Logistical Services Inc.