



CUSTOMER CLAIMS REPORT

IF YOU HAVE RECEIVED A DAMAGED SHIPMENT OR DID NOT RECEIVE A SHIPMENT,
PLEASE COMPLETE THE FOLLOWING FORM AND EMAIL TO
CLAIMS@WESTERNADMIN.COM. PLEASE PRINT CLEARLY AND SIGN.

Company Name: _____

Address: _____

City: _____ Postal Code: _____

Telephone # _____ Fax # _____ Email _____

Contact Name: _____

Overland West Bill of Lading # _____

Approximate Cost of Claim _____

Shipper / Supplier _____

Used / New Goods _____

Damaged: Yes _____ No _____ Shortage _____

Does Outer Packaging Show Evidence of Damage: Yes _____ No _____

Describe Packaging Condition: Crushed ____ Creased ____ Wet ____ Punctured ____ Other ____

Description of Damage	Location (Top/Bottom/Middle)	Approximate Value
-----------------------	------------------------------	-------------------

Can damage goods be repaired: Yes _____ No _____

If YES, advise approx repair cost \$ _____ and name of company or technician to make repairs

_____.

If you are unable to arrange repairs/salvage, are the goods described available for
Salvage and disposal on a non-prejudicial basis and do you wish to arrange pick up:

Yes _____ No _____.

To avoid delay of the claim process, please include a copy of the original Bill of Lading,
Commercial invoice, any repair invoice and replacement invoice. Please keep damaged
Goods and packaging for inspection purposes. Report completed by:

_____ Date: _____

Please Print Name: _____

NOTE: Claims are HST/PST/GST EXEMPT / Maximum liability is \$3.00 per pound
Unless declared value shown on the Bill of Lading at time of shipment.
Used Equipment is Restricted to a Maximum liability of \$0.30 per pound.