



claims@mustangfreight.com

Date : \_\_\_\_\_

### STANDARD CLAIM FORM

Claimant : \_\_\_\_\_ Address : \_\_\_\_\_

City/Prov : \_\_\_\_\_ Postal/Zip : \_\_\_\_\_

#### Contact Information

Name : \_\_\_\_\_ Phone # : \_\_\_\_\_

Email Address : \_\_\_\_\_

Mustang Freightways Pro # : \_\_\_\_\_ Your Claim # : \_\_\_\_\_

Claim Amount : \_\_\_\_\_

Claim Type : LOSS \_\_\_\_\_ DAMAGES : \_\_\_\_\_

#### Description of Loss or Damage :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date Shipped : \_\_\_\_\_ Date Received : \_\_\_\_\_

Claimants' Name : \_\_\_\_\_ Claimants' Signature : \_\_\_\_\_

\*\*\* All claims subject to investigation and approval by Mustang Freightways Claims Department \*\*\*



[claims@mustangfreight.com](mailto:claims@mustangfreight.com)

## **MUSTANG FREIGHTWAYS LTD. FREIGHT CLAIM PROCEDURES**

1. All damages or shortages must be noted on the delivery receipt at time of delivery.
2. Concealed damage claims and/or claims for damages not noted at time of delivery may be Disallowed by our Claims Adjuster.
3. Contact your local Mustang Freightways terminal within 48 hours of delivery to arrange for an Inspection. Please do not discard any of the packaging. The inspector will complete an Inspection Report Form and a copy will be left for you.
4. After the inspection is complete please complete the attached form along with the following Backup documentation:
  - A copy of the original Bill of Lading
  - A copy of the packing slips listing all products shipped
  - A copy of your suppliers' invoice showing the cost of goods and all associated discounts
  - A copy of the Inspection Report
  - Your invoice to Mustang Freightways outlining the type and amount of claim.

### **Comments:**

Claims for damage or partial shortages must be submitted to Mustang Freightways within 60 days of delivery. Claims for Loss of the entire shipments must be filed in writing within 9 months. Failure to comply will void the claim in its entirety.

All salvage must be retained until such time as Mustang Freightways has settled the claim. Failure to have salvage available for pickup may result in claim payment being withheld or reduced.

Please be advised that your Claim may be delayed unless a complete claim is received.

If filing more than one claim, please issue a separate claim, including all required documentation, for each pro number. Claims should not be deducted from freight invoices. Mustang Freightways attempts to settle all claims within 45 days of filing.

**\*PLEASE NOTE THAT GST/HST IS NOT APPLICABLE ON CLAIMS AS PER REVENUE CANADA\***

**Please forward all documentation via Canada Post to: Mustang Freightways Ltd.**

Attention: Customer Service  
26960-96th Avenue  
Acheson, AB T7X 6J2  
Local/Outside Canada: 1-780-452-3366  
Toll Free Canada: 1-888-333-3990

**Or email to:** [claims@mustangfreight.com](mailto:claims@mustangfreight.com)