



## How to File a Freight Claim

- Step One – Always accept the freight. Remember, shipping carriers will only cover the lost or damaged products rather than the whole shipment.
- Step Two – Document the damage. The proof of delivery document will be vital. Furthermore, photographs increase your chances of getting your claim approved.
- Step Three – Submit a Notice of Intent to the BranCar Claim Department. You have 14 days after the delivery was completed to file your claim. Your Notice of Intent should include information, such as the date of shipment, pick-up, and delivery locations, along with the nature of the claim.
- Step Four – Retain all salvage during the claim period.
- Step Five – Before an investigation can be completed, freight charges must be paid in full.
- Step Six – Submit your claim package. Make sure the necessary documentation has been attached, including the Bill of Lading, freight pictures, proof of delivery document, proof of freight payment, and a copy of the supplier invoice.

With BranCar Logistics freight claims, allow for a 30 to 90-day investigatory period. You will receive a formal letter explaining the investigation and whether your claim has been approved.

Claim Department – [Claims@brancar.ca](mailto:Claims@brancar.ca) - 226-557-1557