

DYNAMIC CONNECTIONS – CLAIMS PROCEDURE

This form is used to help us manage damaged shipments that may result in claims. Failure to complete this form within 48 hours upon receipt may impede on your ability to place a claim. Please ensure that this form is completed with the utmost detail in order to assist all parties.

STEP 1 - DESCRIPTION

Employee Name(s) of Who Offloaded: _____

Date and Time Shipment was Received: _____

Description of how the product arrived in the trailer (stacked/broken down): _____

Description of how many pieces have been damaged and how you believe the damage had been incurred (crushed/concealed): _____

STEP 2 - PROOF

Please provide the following pictures:

1. Picture of the freight on the trailer
2. Picture of the freight damage with the whole item in the frame
3. Picture of only the freight damage
4. Signed Proof of Delivery

Remember, these pictures will be used to tell a story to others that were not present. Please be sure that the pictures are clearly labelled and clearly identify the problem.

STEP 3 - CONTACT

Please return this form to Dynamic Connections by email or fax (see below). Dynamic Connections is here to assist and guide you through these difficult situations. Please contact us at any time for assistance. Thank you!

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