
VANCOUVER ISLAND
#12 – 4376 Boban Drive
Nanaimo, BC V9T 6A7
PHONE (250) 756-9191
FAX (250) 756-9109

***** HEAD OFFICE *****
#130 - 2351 No. 6 Road
Richmond, BC V6V 1P3
PHONE (604) 279-9120
FAX (604) 279-9125
TOLL FREE 1-877-301-9191

B.C. INTERIOR DIVISION
#130 – 395 Penno Road
Kelowna, BC. V1X 7W5
PHONE (250) 765-6425
FAX (250) 765-6457
TOLL FREE 1-888-922-2773



STANDARD CLAIM FORM

Claimant: _____

Address _____

City/Prov: _____

Postal/Zip: _____

Contact Name: _____

Phone # _____

Fax# _____

PCW Bill of Lading or Invoice # _____

Claim Amount: _____

Claim Type: LOSS: _____ **DAMAGES:** _____

Description of Loss or Damage:

Date Shipped: _____ **Date Received:** _____

Claimants' Signature: _____

Date: _____

*****All claims subject to investigation and approval by Pacific Coast Warehousing Ltd. Claims Department*****

Pacific Coast Warehousing 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 Officer.
3. Contact your local PCW 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 PCW outlining the type and amount of claim*

Comments:

Claims for damage or partial shortages must be submitted to Pacific Coast Warehousing Ltd. within 60 days of delivery. Claims for loss of the entire shipment 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 PCW 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. A copy of the paid freight bill must accompany the claim in accordance with our bill of lading. PCW attempts to settle all claims within 45 days of filing. Please forward all documentation via Canada Post to:

Pacific Coast Warehousing Ltd.
Attention: Claims Department
130 – 2351 No. 6 Road
Richmond, B. C. V6V 1P3

* PLEASE NOTE THAT GST IS NOT APPLICABLE ON CLAIMS PER REVENUE CANADA.

If you have any questions or require any further information, please do not hesitate to contact our **Claims Department at 604-279-9120 Ext 27 Fax number is 604-279-9121**