



March 6, 2008

**TO OUR VALUED CUSTOMERS:**

Erb Transport takes great pride in delivering your products to your customers in the condition they expect them.

In spite of our efforts to protect the integrity of your product to the best of our ability, there are times when occurrences do take place, which create damages and/or shortages, which can result in a claim.

It should be noted that all damaged product must be held for inspection by an insurance adjuster and the damaged product returned to Erb Transport for salvage purposes in the event it cannot be returned to regular inventory. Failure to do this voids all right to file a claim against the carrier.

**In the event you are faced with a claim situation we would like to recommend that you use the following procedure.**

1. **Request a proof of delivery from Erb Transport to see how the delivery bill was signed by the customer as this will determine where the liability should be placed.**
2. **If the delivery bill is signed with a notation that the delivery was in fact short or damaged, then a claim can be issued against Erb Transport. However, if the delivery bill is signed clear with no notation that the product was short or damaged, then the customer must accept this liability.**
3. **All claims must be filed in writing within 60 days after delivery of goods to be eligible for processing.**
4. **When submitting a claim, please include the following:**
  - a) **A detailed invoice of what you are claiming for.**
  - b) **A copy of the proof of delivery which you had previously requested from Erb.**
  - c) **A copy of the document(s) signed by our driver at time of pick up.**
  - d) **A copy of the store credit slip (when there is one involved) signed by the Erb driver and/or a copy of the original invoice.**
  - e) **A separate claim should be submitted for each individual incident.**
  - f) **The name of the contact person should be noted on each claim in the event there are any questions.**
  - g) **As a general rule it is the company that pays the freight that should file the claim.**
5. When your claim is received by Erb Transport we will return a Claim Acknowledgment letter to you indicating an "Erb Claim Reference No.". We would suggest that you retain these claim acknowledgments on file and refer to the Erb Claim Reference No. when making an inquiry about your claim. We will make every attempt to process your claim within a 30-day period.
6. ***We would ask that you do not contra your account by deducting claim amounts from your freight cheques as this directly contravenes the terms and conditions of the contract of carriage and is considered to be an illegal act. Claims and freight charges are to be dealt with separately as mixing them only creates confusion in the accounting for both companies.***

Please address your mailed correspondence to: Erb Transport Ltd. 290 Hamilton Rd. New Hamburg, ON N3A 1A2  
ATTN: Marcia Van Driel (Claims Dept.) OR fax to 519-662-4181 OR send via email to:  
mvandriel@erbgroup.com

Terry Trachsel  
Corporate Claims Manager