



Great Deals. Fast Delivery.

**Head Office**

130 - 4620 Viking Way,  
Richmond, B.C. V6V 2L5  
Tel: 1-877-347-7228  
Fax: 604-909-4901

Please fax completed document to  
**604-272-5746**

# Loss & Damage Claim

**NOTE:** You **MUST** claim loss or shipping damage with your carrier within 24 hours.

Submitting this form to us does **NOT** do this, but is required for us to track your loss or damage incident. **KEEP ALL DAMAGED PRODUCTS, BOXES, MANUALS, ETC., AS THOSE WILL BE REQUIRED FOR PROOF OF DAMAGE & INSPECTION.**

<b>Invoice No.:</b>  <b>Order No.:</b>
--

## Receiver Information

Contact Person: \_\_\_\_\_

Company (if applicable): \_\_\_\_\_

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

City: \_\_\_\_\_ Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

## Reason for Claim

Lost Parcel(s) Parcel Identification Number(s) or Tracking # \_\_\_\_\_

Damaged Parcel(s) Date Shipment Received (mn/dd/yyyy): \_\_\_\_\_

Item Missing from order

Product(s) Affected:	_____	_____	_____ \$
	SKU/PART #	DESC	VALUE \$
	_____	_____	_____ \$
	SKU/PART #	DESC	VALUE \$
	_____	_____	_____ \$
	SKU/PART #	DESC	VALUE

## Provide Brief Description and Additional Details (Example: Color/Weight/Dimensions/Manufacturer/Model/Serial Number/Part Number). If possible, enclose a sketch or photo.

Please include a copy of the Damage Report Confirmation from the courier / shipping company. \_\_\_\_\_

**I hereby certify that all the information on this form is true.** I agree that in the event that a lost or damaged item reported in this document is either recovered or indemnified in any way by the shipping company, or any other party other than DirectCanada.com, that the original lost item or the replacement item must be: a) returned to DirectCanada.com in sellable condition, with original packaging, documentation, etc., or b) that the full value of the items in question may be invoiced or charged to you for the goods received. **IN THE EVENT ITEMS DESCRIBED ARE NOT RETURNED TO US,** I have authorized that DirectCanada.com can charge the following credit card for the value of goods described:

CREDIT CARD TYPE: \_\_\_\_\_ CREDIT CARD NUMBER: \_\_\_\_\_ EXP DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ Name on Credit Card: \_\_\_\_\_

### Disclaimer & Limitation of Liability

Direct Canada Computer Inc. insures all orders for \$100 CDN. Additional insurance is available during checkout at www.DirectCanada.com and can cover the full value of your order, for loss or replacement during transit. Damage to any shipment must be reported to DirectCanada.com immediately and NO LATER than 24 hours (1 business day) after you receive the shipment **AND MUST ALSO BE REPORTED TO THE SELECTED CARRIER WITHIN THIS TIME PERIOD.** When products are shipped to you by common carrier, DirectCanada.com's liability to you for breakage and/or non-delivery of the products by the common carrier to you will be limited by the limits of liability provided by the common carrier's terms and conditions of carriage. You should purchase insurance from loss or breakage during carriage for full insurable value of the products you have ordered by making the appropriate requests when placing your order with DirectCanada.com. ALL DAMAGED MERCHANDISE, PACKAGING, MANUALS, ETC., must be returned to us for settlement. DirectCanada.com will not process claims without the original products, unless proof is provided by the shipping company that a package was lost.