



FORMAL CLAIM DAMAGED OR LOST CARGO

Please complete and save this form. You can then print and mail it to one of our Air Canada Cargo claims offices or email it to cargo.claims@aircanada.ca.

CLAIMANT INFORMATION		
Name of Claimant:		
Company:	Job Title:	
Phone Number:	Email Address:	
MAILING ADDRESS:		
Number, Street Name:		City:
Province/State:	Country:	Postal/Zip Code:

SUPPORT DOCUMENTS SECTION					
Air Waybill Number: 014			Date on Waybill:		
Goods were:		Damaged	Lost	Pilfered	
Number of pieces received:			Number of pieces damaged / lost / pilfered:		
Number	Weight (kg)	Description	Purchase Cost	Repair Cost	Amount Claimed
					\$
					\$
					\$

CURRENCY MUST BE CHECKED				TOTAL AMOUNT OF CLAIM: \$	
CURRENCY:	USD	CAN	EUR	OTHER	
				For damage claims over \$2000, a third-party surveyor report must be submitted.	

WAS AN INTENT TO CLAIM FILED?	YES	NO
PRIOR TO REMOVAL OF GOODS, WAS AN INSPECTION REPORT FILED?	YES	NO
ARE THE GOODS INSURED?	YES	NO
IF INSURED, WITH WHOM?	AIR CANADA	OTHER
WERE ANY GOODS SALVAGED?	YES	NO
WAS A DESTRUCTION CERTIFICATE COMPLETED?	YES	NO

Your claim must include the documents indicated in the *Support Documents* section on our website, as they apply to your claim. Please note that failure to provide all essential documents will affect the outcome of your claim.

AIR CANADA CARGO CLAIMS
 Montréal-Trudeau International Airport YUL 1185
 C.P. 9000, Succursale Aéroport
 Dorval, Quebec H4Y 1C2
 CANADA

I certify that the above statement is true and accurate.

Signature of Claimant or Claimant's Representative

Job Title of Claimant's Representative

Date

To email this form to
cargo.claims@aircanada.ca

CLICK HERE