

# SERVICE FAILURE CLAIM FORM



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](mailto:cargo.claims@aircanada.ca). Attach original or certified copy of the Air Waybill. Every consideration will be given to your claim.

We will review all information and documents provided and conduct a thorough investigation. Any refunds will be issued to the party who is responsible for the transportation charges, unless that party has provided a waiver.

## CLAIMANT INFORMATION

Name of Claimant	Job Title	Company
MAILING ADDRESS:		
Number, Street Name	City	Province/State
Postal/Zip Code	Country	
Phone Number:	E-mail Address:	

## SHIPMENT INFORMATION

Air Waybill Number:	Date on Air Waybill:	Type of AC Solution	Service Level (Standard or Priority 1)
014			
Reason for Claim:			

## CLAIM INFORMATION

Shipment booked?	No	Yes			
Number	Weight (kg)	Description	Purchase Cost	Repair Estimate	Amount Claimed
					\$
					\$
					\$
					\$

CURRENCY: US\$

CDN\$

EUROS

OTHER \_\_\_\_\_

TOTAL AMOUNT OF CLAIM: \$

Your claim must include the documents indicated in the Support Documents section above, as they apply to your claim. Failure to provide all essential documents could delay the processing of your claim.

**AIR CANADA CARGO CLAIMS**  
Robert Stanfield Int'l Airport - YHZ  
1 Bell Blvd., Comp #1650  
Enfield, Nova Scotia  
B2T 1K2  
CANADA

**AIR CANADA CARGO CLAIMS**  
Pierre Elliott Trudeau Airport - YUL  
1323 CP 9000  
Succursale aéroport  
Dorval, Québec  
H4Y 1C2  
CANADA

I certify that the above statement of facts is true and accurate.

\_\_\_\_\_  
Signature of Claimant or Claimant's Representative

\_\_\_\_\_  
Job Title of Claimant's Representative

\_\_\_\_\_  
Date

[cargo.claims@aircanada.ca](mailto:cargo.claims@aircanada.ca)