



# DAMAGED GOODS PROCEDURE

## FOR DISTRIBUTED LEARNING

College of the North Atlantic, 69 Pleasant Street, Clarenville, Newfoundland, A5A1V9  
**Phone:** 1.877.465.2250 (opt. 2)    **Local:** 1.709.466.6965    **Fax:** 1.709.466.4640  
**Email:** [dlsbookstore@cna.nl.ca](mailto:dlsbookstore@cna.nl.ca)    <http://dls.cna.nl.ca>

**Immediately inspect your purchase for damages! Any damages should be noted on the carrier's receipt or bill of lading at the time of acceptance.**

**The DL Bookstore is not responsible for items damaged in transit and cannot issue a replacement item.**

If you receive damaged items, the Distributed Learning Bookstore will work with you to submit a damaged goods claim with your shipping carrier. Each carrier has its own procedure for damaged claims. Claims are subject to the carrier policies and procedures.

### LOOMIS EXPRESS CLAIMS

**You** are responsible for submitting the damaged goods claim to Loomis Express:

- a) Please call 1-855-256-6647 within 48 hours of the date of delivery to request an immediate inspection.
- b) Submit a Letter of Intent to Claim for damage within 60 days of the date of delivery.
- c) In the event of concealed damage, contact Loomis Express no later than 48 hours after the date of delivery. Failure to do so may jeopardize the settlement of your claim.

Liability Coverage for up to \$100 is included.

More information on damaged and lost claims can be found at [Loomis Billing and Claims Support](#).

### CANADA POST CLAIMS

The **DL Bookstore** must submit the damaged goods claim to Canada Post. Report damaged goods by emailing [dlsbookstore@cna.nl.ca](mailto:dlsbookstore@cna.nl.ca) or calling the DL Bookstore within 30 days of receiving your damaged shipment. Keep all the wrapping, packaging materials, invoices and the damaged item(s), as they will be required to process your claim.

Liability Coverage for up to \$100 is included.

You will be notified once your claim has been processed.