Presentation of a well-documented claim will greatly assist in the processing and prompt disposition of the claim. The following will provide an overview of the documentation required in order to process the claim.

* Complete the Cargo Loss & Damage Claim form. (The claim form is available on our website, [www.gardewine.com](http://www.gardewine.com)).
* Copy of original suppliers invoice with all cost prices and discounts.
* Pictures must be taken of the damaged product being claimed for.
* Claims may be presented to the Gardewine Terminal in your service area, or directly to Head Office located at:

Gardewine Claims Dept

60 Eagle Drive

Winnipeg, MB R2R 1V5

Telephone # (204) 631-1319, (204) 631-3732.

You can also fax your claim to 204-697-1132 or email [claims@gardewine.com](mailto:claims@gardewine.com).

Upon receipt of your claim, an acknowledgement will be issued identifying the file number assigned, and requesting submission of any required documentation not received with the claim.

In all correspondence, please refer to the claim number noted on the acknowledgement.

If requested information is not received within 60 days, file will be closed.

Salvage must be retained until it can be returned to Manitoba Liquor and Lotteries via Gardewine for their inspection / disposal of the product.

GST / HST is not applicable on claims.

Please allow us a minimum of 45 days to settle your claim.