



CLAIM SUBMISSION FORM

If a Subscriber receives a shipment that is damaged, or missing/misplaced please complete the form below and return to the Customer Experience Team at info@penguinpickup.com.

Please retain all receipts and proof of delivery until the claim is processed. Please note that all claims will be evaluated pursuant to PenguinPickUp Subscription Agreement and items included in the shipment must not be listed on our Prohibited Goods list in our Parcel Policy.

The Claim Submission Form must be submitted to PenguinPickUp, completed properly with all pertinent information within five (5) days of the date of pick up. In the even this claim form is not submitted within five (5) days, PenguinPickUp shall have no obligation to review the Claim Submission Form of make any payment to the Subscriber. Please note that the Subscriber Information in this form must match the subscriber information in your PenguinPickUp user account.

IN NO EVENT SHALL PENGUINPICKUP'S LIABILITY UNDER THIS SECTION EXCEED (I) THE ACTUAL COST TO REPAIR, RESTORE AND/OR REPLACE ANY DAMAGED GOODS, OR (II) \$400 CDN FOR THE DAMAGED GOODS, WHICHEVER IS LESS. THE REMEDIES SET FORTH IN THIS CLAUSE SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY AND PENGUINPICKUP'S ENTIRE LIABILITY FOR ANY BREACH OF ITS OBLIGATIONS SET FORTH IN THIS SECTION.

IN NO EVENT SHALL PENGUINPICKUP BE RESPONSIBLE OR LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, OR SPECIAL DAMAGES OF ANY TYPE OR NATURE WHATSOEVER AND HOWEVER ARISING, INCLUDING, WITHOUT LIMITATION, EXEMPLARY, OR PUNITIVE DAMAGES, LOST PROFITS OR REVENUES, OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO ANY BREACH OF ANY PROVISION OF THIS AGREEMENT, WHETHER OR NOT THE POSSIBILITY OF SUCH DAMAGES HAS BEEN DISCLOSED IN ADVANCE BY YOU OR COULD HAVE BEEN REASONABLY FORESEEN BY PENGUINPICKUP, REGARDLESS OF THE LEGAL OR EQUITABLE THEORY, AS APPLICABLE, (CONTRACTUAL, TORT, EXTRA-CONTRACTUAL OR OTHERWISE) UPON WHICH THE CLAIM IS BASED, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE. IN NO EVENT SHALL PENGUINPICKUP'S AGGREGATE LIABILITY EXCEED THE TOTAL OF THE AMOUNTS PAID TO PENGUINPICKUP FOR THE SERVICES.

PenguinPickUp

Please Email this completed form with backup to: info@penguinpickup.com

*All information must be filled out

T 905 760 6200
3200 Hwy 7
Vaughan, ON L4K 5Z5



Subscriber Information:

Are you a Subscriber: Yes

No

First Name:Click or tap here to enter text.

Last Name:Click or tap here to enter text.

Phone: Click or tap here to enter text.

E-mail:Click or tap here to enter text.

Address:Click or tap here to enter text.

City:Click or tap here to enter text.

Province:Choose an item.

Postal Code:Click or tap here to enter text.

PenguinPickUp Location and Address:Click or tap here to enter text.

PenguinPickUp Account Number:Click or tap here to enter text.

Tracking Number/Order ID:Click or tap here to enter text.

CLAIM:

Reason for Claim:Choose an item.

Date Shipment Sent:Click or tap to enter a date.

Date Shipment Picked Up:Click or tap to enter a date.

Claim Amount (\$) (must provide eligible receipts showing claim coming to PenguinPickUp Location):

\$Click or tap here to enter text.

Original Courier:Choose an item.

Brief Description of Claim (damages being claimed, description of items in question):

*Please attach relevant pictures, receipts and/or relevant information

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