



**RESEARCH/CLAIM NOTIFICATION FORM****PURPOSE:**

*To provide a detailed procedure and process for accurately and consistently filing delivery receipt claims.*

- 1) ALL claims which involve or are originated from a DELIVERY RECEIPT should be filed as follows.
  - a) Our preference would be to use email as it creates its own tracking and date stamping document and allows for easier communication as to the status of your claim.
  - b) The address for filing a claim should be used according to the country which you are located.
  - c) If you do not have access to email, faxing remains an acceptable tool.

**UNITED STATES:**

- Email: [\[mailto:USDRCLAIMS@bfusa.com\]](mailto:USDRCLAIMS@bfusa.com)
- Fax: 615-493-0574
- Phone: 800-331-8003 or 888-709-8023 or 800-754-2520

**CANADA**

- Email: [\[mailto:CADORCLAIMS@bfusa.com\]](mailto:CADORCLAIMS@bfusa.com)
- Fax: 615-493-0553
- Phone: 800-754-2520

- d) To speed claim expedition, please include a copy of the INVOICE and DR where available.
- 2) Please do not file claims directly to an "individual named contact" as this will circumvent our targets in tracking, claim set up, and maintenance.
- 3) **Follow-Up:** Please allow a full 30 days prior to any follow-up to your claim.
- 4) The NEW consolidated US /CA claim form is attached for your convenience. Plus, it can be found from our web services at [www.trucktires.com](http://www.trucktires.com).

**PLEASE FAX, EMAIL OR PHONE THIS REQUEST TO COMMERCIAL CUSTOMER SERVICE AT:**

**UNITED STATES****FAX: 615-493-0574****EMAIL: USDRCLAIMS@BFUSA.COM****PHONE: 800-754-2520****CANADA****FAX: 615-493-0553****EMAIL: CADORCLAIMS@BFUSA.COM****PHONE: 800-754-2520**

To download this and other useful forms visit: [www.TruckTires.com](http://www.TruckTires.com).