



HOW TO FILE A CLAIM ONLINE

www.mayflower.ca

Email: claims@moverone.ca

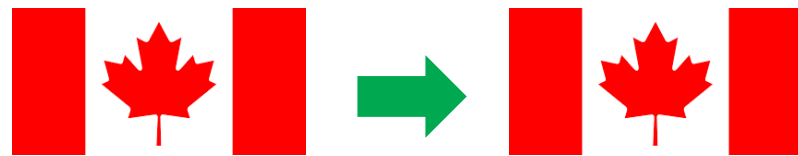
Phone: 1-800-668-5544



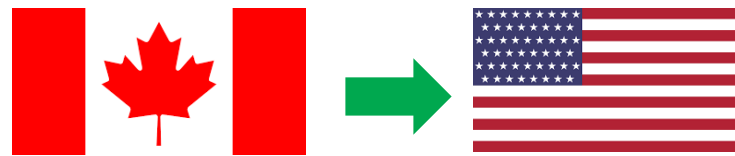
Confirm that you are filing on the correct website

Moves from...

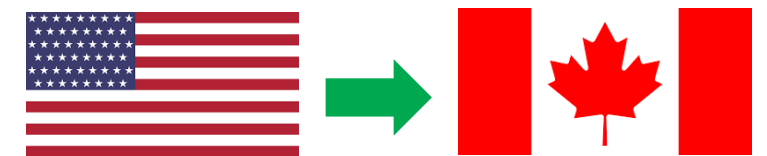
Canada to Canada
Go to
www.mayflower.ca



Canada to USA
Go to
www.mayflower.com



USA to Canada
Go to
www.mayflower.com





Moving Services

Moving Process

Moving Resources



Moving Reviews



Contact Us

Moving News and Views



17/01/30

Turner

"Mike the Mover in Guelph were terrific, Charlie the dispatcher in Toronto was excellent at providing the detailed and reassuring information I wanted about the long haul, and I hear from my daughter the recipient of the goods (family furniture... [MORE >](#))"



17/01/30

Sherry McGarvie

"From my first phone query made to Mayflower from St. John's to the last box delivered in Vancouver, I was impressed with the professionalism and care provided by each employee of the company. Mayflower will now be the only company I... [MORE >](#)"



[Moving Services](#) | [Moving Process](#) | [Moving Advice](#) | [Local Mover](#) | [Connect](#) | [Sitemap](#)



GO TO
"CONNECT"
AT THE
BOTTOM OF
THE PAGE

How can we help you?

Customer Care

We're happy to give you advice on your move, chat about moving in general or lend an ear when you need it. We'll do whatever it takes to ensure you have the best possible move experience.

Share your moving experience with us! We want you to have the best possible service when in our care. Complete our online survey so we can continue to strive for excellence.

[Quality Survey >](#)

We're with you every step of the way – even if we don't get it right at first. Submit your claim online to our Customer Care team.

[Claims Form >](#)

Need guidance on how to submit a claim? Download the Claim Filing Instructions to walk you through the process, step-by-step.

[Claim Instructions >](#)

SCROLL DOWN TO CLAIM FORM



Last Name /
Nom de famille:*

Registration Number /
Numero de dossier:*

Language /
Langue:* English Français



ENTER LOGIN
INFORMATION
Order number format:
0000-00000-00
(4) - (5) - (2)

IF YOU DO NOT KNOW
YOUR ORDER NUMBER
EMAIL
CLAIMS@MOVERONE.CA
AND INCLUDE YOUR
LAST NAME AND WHERE
YOU MOVED TO AND
FROM

The first step would be to complete your personal information Please ensure you have provided the correct mailing address and contact numbers to prevent delays

Customer Information
Order Number 0999-00015-16

Name First: Last: Title

Address **DELIVERY ADDRESS** **MAILING ADDRESS**

Address:

City:

Province: Postal Code: Postal Code:

Phone Numbers Residence: Business: Cell:

Email

Date Delivered

Confirm Above Addresses Are Correct
Include Apt. Number, P.O. Box Number, and/or Rural Route Number.

EACH ITEM REQUIRES THE FOLLOWING, ESTIMATE IF EXACT NUMBERS ARE UNAVAILABLE

Tag number - found on your “Inventory of Articles Shipped” or the actual tag that has been placed on the item. If the tag number is not available this section can be left blank

Item Type – Provide a description of the item or choose one from the list provided

Damage Description – Describe the type of damage or indicate missing

Date Purchased – Provide the year and month of purchase for the item being claimed

Original Cost – Provide your best estimate of the original purchase price.

Replacement Cost – Provide the current replacement value of the item being claimed

Amount Claimed – Provide the amount you are requesting as a cash settlement.

Comment Section – If you feel that additional comments could help in the processing of the claim, please enter them into the comment section. The more information that we have such as manufacturer details (make, model number and serial number) will assist in the claim process.

Add an Item to Your Claim Form

Order Number

Item No

Inventory Tag No

Item Type

1

Please refer to your inventory of articles shipped.

Select: If Item not listed, select "Other"

Other:

Damage Description

Primary Damage:

Location:

Additional Damage:

Location:

Additional Damage:

Location:

Comments 

510 characters left

Date Purchased

Year Month

Original Cost \$

Enter Number ONLY with decimal point (eg. 100.00)

Replacement Cost \$

Enter Number ONLY with decimal point

Amount Claimed \$

Enter Number ONLY with decimal point

The Carrier reserves the right to inspect and repair. If you prefer a cash settlement in lieu of repairs indicate the amount under Amount Claimed.

Enter

To continue.

<< Back

Save



Click on Save to save the claim and continue later.



Copyright © 2018 United Van Lines (Canada) Ltd. All rights reserved.

**YOU MAY SAVE
YOUR CLAIM
FORM AND GET
BACK INTO IT
LATER BY
CLICKING SAVE**

CLICK ENTER TO ADD
ADDITIONAL ITEMS
OR
ONCE COMPLETED ALL
ITEMS, CLICK PROCEED TO
SUBMIT AND THE CLAIM
WILL BE SENT TO OUR
OFFICE

Add an Item to Your Claim Form

Order Number
Item No 2
Inventory Tag No Please refer to your inventory of articles shipped.

Item Type
 Select: If Item not listed, select "Other"
 Other:

Damage Description
Primary Damage: Location:
Additional Damage: Location:
Additional Damage: Location:

Comments 510 characters left

Date Purchased Year Month

Original Cost \$ Enter Number ONLY with decimal point (eg. 100.00)

Replacement Cost \$ Enter Number ONLY with decimal point

Amount Claimed \$ Enter Number ONLY with decimal point

The Carrier reserves the right to inspect and repair. If you prefer a cash settlement in lieu of repairs indicate the amount under Amount Claimed.

To continue.

Items Added

#	Tag#	Item Description	Damage	Date Purchased	Original Cost	Replacement Cost	Amount Claimed
1	003	AQUARIUM SM	Burned - Drawer	2014/04	\$1.00	\$1.00	\$1.00

Click on item to change information.

Click on Save to save the claim and continue later.

Copyright © 2018 United Van Lines (Canada) Ltd. All rights reserved.

YOU WILL RECEIVE AN EMAIL CONFIRMATION THAT THE CLAIM HAS BEEN RECEIVED

If you have any questions or concerns regarding your claim, please contact the Customer Care Department at 1-800-668-5544 OR email claims@moverone.ca Our representatives are available from 8:00am to 5:00pm Eastern Standard Time

Thank you!