



FedEx Express and FedEx Ground Claim Form Instructions and Frequently Asked Questions (FAQs)

Read the following FAQs for answers on the claim resolution process.

Who can file a claim?

The sender, the recipient or a third party can file the claim.

How do I file a claim?

Follow the three easy steps listed below to file your claim.

Step 1: Choose one of the following options:

- Fill in the claim form online and submit it (by clicking on the submit button).
- Call customer service at 800 133 339.
- Complete a claim form and e-mail, mail it (see step 3).

Step 2: Gather the following documentation:

- Photocopy of FedEx air waybill.
- All documentation related to the proof of value (copy of original invoice from vendor or supplier, copy of retail invoice or receipt, final confirmation screen if online order with proof of payment, itemized repair invoice or statement of non-repair, appraisals, expense statement, or any other applicable documentation).
- Serial number(s) of merchandise, if applicable.
- Inspection report, if applicable.

Step 3: E-mail or mail the completed claim form with the supporting documentation to:

czech@fedex.com

FedEx Express reklamační oddělení
Na Radosti 399
155 21 Praha 5

When should I file my claim?

Claims for FedEx® Collect on Delivery (C.O.D.) payment must be reported within 21 calendar days after delivery of shipment. Claims for concealed loss, visible or concealed damage, and delay must be reported within 21 calendar days and all supporting documentation filed within 9 months of delivery date.

Claims for nondelivery, misdelivery must be filed within 9 months after the package was tendered to FedEx for shipment. All claims will be resolved based on the merits of the claims investigation.

How long will the claim resolution process take?

Most cases will normally be resolved in 5 to 7 business days after we receive your claim form and supporting claim documentation, unless additional time for research is needed.

What should I do with the merchandise and shipment packaging?

Keep the merchandise and all original packaging, including cartons and contents, until the claim resolution process is finished. It may be necessary to make the packaging available to FedEx for inspection.

Where can I find specific information about the claim resolution process?

For more detailed information, including time limits for specific claim types, go to [fedex.com/cz](https://www.fedex.com/cz) or refer to the current FedEx Service Guide.

Can I get updates on the status of my claim?

You can contact our Customer Service at Czech@fedex.com or 800 133 339 to receive updates on the status of your claim.

The liability of FedEx may be limited under certain conditions. For further information please check [fedex.com/cz/services/terms/](https://www.fedex.com/cz/services/terms/)



Claim Form

For lost or damaged shipments

Sender or Shipper's Name / Contact

Company _____
 Address _____
 City _____ State / Province _____
 Country _____ ZIP / Postal Code _____
 Phone _____
 E-mail _____

Recipient's or Consignee's Name / Contact

Company _____
 Address _____
 City _____ State / Province _____
 Country _____ ZIP / Postal Code _____
 Phone _____
 E-mail _____

Air Waybill Number

Additional tracking numbers for this claim request allowed (must have same sender, recipient, and ship date)

Shipment Information

- Loss**
 Complete
 Partial

- Damaged**
 Please retain all packaging and merchandise until your claim is resolved.

- C.O.D.**
 For FedEx Express® Only

Ship date _____ No. of packages _____ Weight _____

FedEx control number _____

(NOTE: Call 800 133 339 to obtain a FedEx Express control number.)

Qty of Packages	Item #	Item Description	Claimed Amount

Contents of shipment _____

Describe damage to outer packaging _____

Describe inner packaging _____

Describe damage to contents _____

Declared value

(The value declared on the shipment when tendered to FedEx)

Declared value for customs

(International shipments only)

Merchandise value

(Original purchase value and/or cost to repair)

Freight charge _____

Total claim / C.O.D. amount _____

Customer remarks _____

Salvage

If your claim is filed for damage, and mitigation through repair or allowance is not possible, please explain why and provide contact information for salvage pickup. Salvage should be held until investigation of the claim is complete.

Salvage Contact _____

Phone _____

Claimant Information

I accept that the foregoing statement of facts is hereby certified as correct.

Signature (for mail) _____

Claimant's Name _____

Claimant's Address _____

City _____

Country _____

E-mail _____

IBAN _____

Date _____

Internal Reference No. _____

Phone _____

State / Province _____

ZIP / Postal Code _____

Fax _____

BIC/SWIFT _____

E-mail or Mail

Please return the completed form and required Proof of Value documentation (invoice and/or receipt) to:
 E-mail: czech@fedex.com | FedEx Express reklamační oddělení, Na Radosti 399, 155 21 Praha 5

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