



# FedEx UK Claim Form Instructions and Frequently Asked Questions

## Who can file a claim?

Only the FedEx UK account holder can file the claim.

## How do I file a claim?

Follow the steps below to file your claim.

**Step 1:** Complete the claims form with as much detail as possible. Please ensure that the cost value is excluding VAT and delivery charges.

**Step 2:** E-mail, fax or post the completed claim form with the supporting documentation, sales and cost invoices to:

**E-mail:** [ukclaimsrefreq@fedex.com](mailto:ukclaimsrefreq@fedex.com)

**Fax:** 01782 801123

**Post:** FedEx UK Customer Services Department  
Parkhouse East Industrial Estate  
Newcastle-under-Lyme  
ST5 7RB

**Note** – please do not delay submission of the claim whilst you are obtaining sales and cost information.

## When should I file a claim?

When your shipment is either lost or damaged and meets the conditions as detailed in the [FedEx UK Conditions of Carriage](#).

## FedEx UK Limits of Liability

Please see the [FedEx UK Conditions of Carriage](#) for details of the FedEx UK Limits of Liability.

## Details of claims time limits

Loss, Non-Delivery or Mis-Delivery

16.3 – Claims for Loss, Non-Delivery or Mis-Delivery must be received in writing within 28 (twenty eight) calendar days of collection or receipt of the Shipment by the Carrier.

Damage or shortage to contents of a shipment (clear signature)

16.1 – Claims for Shipments which are noted as Damaged or Shortage on the proof of delivery should be received in writing within 28 (twenty eight) calendar days after delivery or attempted delivery of the Shipment.

Damage or Shortage to contents of a Shipment (endorsed Proof of Delivery)

16.2 – Where the Damage or Shortage has not been noted on the proof of delivery the Shipper must notify FedEx UK Customer Service by 5pm the next Working Day and ensure a claim is received in writing within 28 (twenty eight) calendar days after delivery or attempted delivery of the Shipment.

## What should I do with the goods and shipment packaging?

Keep the goods and original packaging including cartons and contents, until the claim is resolved. We may require the goods back for inspection depending on the claim settlement.

## Where can I find specific information about the claims process?

For more detailed information, please refer to the current [FedEx UK Conditions of Carriage](#) or contact Customer Service.

## How will I be compensated?

The FedEx UK shipper will receive a credit via BACS payment (see attached Claimant Bank Details).

Once your claim form is received please allow 1–2 weeks for resolution regarding your claim.

**For further information or questions e-mail us at [ukclaimsrefreq@fedex.com](mailto:ukclaimsrefreq@fedex.com) or call FedEx UK Customer Service on 0345 600 0068.**



**Please complete the following:**

FedEx Waybill Number

Name the account is held in  
(As shown on your bank card)

Bank name and address  
(ie HSBC, Barclays etc)

  
  

Bank Sort Code  -  -

Bank Account Number

