

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

For instructions on filing a claim, skip to “How do I file a claim?”

Who can file a claim?

The sender should file the claim, unless arrangements are made with the recipient.

How do I file a claim?

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

Step 1: Gather the following documentation:

- Photocopy of FedEx Air Waybill
- All documentation related to the proof of value (e.g. copy of original invoice from vendor/supplier, copy of retail invoice, receipt, final confirmation screen if online order with proof of payment, itemised repair invoice or statement of non-repair, appraisals, expense statement, or any other applicable documentation)

Step 2: Choose one of the following options:

Email: claimsteam@mail.fedex.com

Post: FedEx Express
Claims Department
Sutherland House
Matlock Road
Coventry
CV1 4JQ

Fax: **024 76 702610**

When should I file my claim with FedEx?

Loss, damage or delay payment claims must be filed within 21 calendar days of the delivery date.

Non-delivery or mis-delivery claims must be filed within 9 months of the shipment date.

What is FedEx liability?

Unless the Sender enters a higher Declared Value for Carriage on the (Air) Waybill and pays the required fee, the liability of FedEx is limited to the higher of a) the amount provided by the applicable international treaty or local law; or b) € 22 per kilogram; or c) US\$ 100 per Shipment.

Please consult the Conditions of Carriage for the full limits and liabilities not assumed.

How long will the claim resolution process take?

Most cases will normally be resolved within 1 to 2 weeks after we receive your claim form and additional claim documentation, unless additional time for research is needed.

Note: research may take longer depending on the complexity of the matter.

What should I do with the shipment packaging?

The recipient must keep 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 circumstances in which I can file a claim?

For more detailed information, including time limits for specific claim types, visit fedex.com and refer to the Conditions of Carriage.

Can I get updates on the status of my claim?

Please call customer service on **03456 07 08 09** (UK) or **1800 535 800** (IE)

Who can receive claim settlements?

The sender will receive the claim settlement unless special arrangements are made with the sender.



The following documentation must be included on or with a claim form to support any claim:

1. Photocopy of FedEx Airbill/Powership® printout
2. Photocopy of shipper's original invoice from vendor/supplier
3. Serial numbers of each item
4. Photocopy of original retail invoice
5. Commercial invoice
6. Repair invoice or signed certified statement of non-repair from an authorised technician
7. Bank Details
8. Other

Please send the completed claim form to one of the following:

Post: FedEx Express
Claims Department
Sutherland House
Matlock Road
Coventry
CV1 4JQ

Fax: **024 76 702610**

Email: **claimsteam@mail.fedex.com**

Once we receive your claim form and all requested documentation, please allow 1-2 weeks for resolution regarding your claim.

For complete information on claim requirements and the time limits for filing specific types of claims, please refer to FedEx Conditions of Carriage via <http://fedex.com/gb/services/terms/>



FedEx Claim Form For lost and damaged shipments

Sender information

Claim settlements are issued to sender unless a letter of authorisation from shipper is submitted

Name/Contact _____

Internal reference no. _____

Company _____

Address _____

City _____

State/Province _____

Country _____

ZIP/Postal code _____

Phone. _____

Fax _____

E-mail _____

Recipient information

Name/Contact _____

Internal reference no. _____

Company _____

Address _____

City _____

State/Province _____

Country _____

ZIP/Postal code _____

Phone. _____

Fax _____

E-mail _____

Shipment information

Tracking-number
(One claim per Air Waybill)

Ship date

D	D	M	M	Y	Y
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No. of packages _____ **Total weight** _____

Reason for claim

Loss Complete Partial

Damage Complete Partial Concealed

Please retain all packaging and products until your claim is resolved

Other (describe below)

Contents of shipment _____

Describe damage to outer packaging

Describe damage to inner contents

Describe inner packaging

The value declared on the shipment when tendered to FedEx
(please ensure you indicate the currency)

Declared value for customs _____

Declared value for carriage _____

Merchandise value
(Original purchase price and/or cost to repair)

Freight charge _____

Total claim amount _____

IMPORTANT – Sales and cost price invoices need to be provided, however please do not delay submission of the claim whilst you are obtaining these.

Any additional comments

Required signature

The foregoing statement of facts is hereby certified as correct

Signature _____

Claimant's name (please print) _____

Claimant's Address _____

Date _____

Phone _____

Please return the completed form and requested documentation to :
FedEx Claims Dept.: Sutherland House, Matlock Road, Coventry, CV1 4JQ.
Fax: 024 76702610 or email to claimsteam@mail.fedex.com