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File online at [fedex.com/us/claimsonline](http://fedex.com/us/claimsonline) and you can request to receive periodic e-mail updates on the status of your claim. For FedEx Express® and FedEx Ground® U.S. shipments only.

LD-400  
3/07

# Claim Form

For lost or damaged U.S. or international shipments

Please check one:

FedEx Express     FedEx Ground     FedEx Freight

## Sender Information

Sender's Name / Contact \_\_\_\_\_ Internal Reference No. \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Country \_\_\_\_\_ ZIP/Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-Mail \_\_\_\_\_

## Recipient Information

Recipient's Name / Contact \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Country \_\_\_\_\_ ZIP/Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-Mail \_\_\_\_\_

## Tracking or Freight Numbers

Multiple tracking numbers for the same sender, recipient, and ship date allowed.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Shipment Information

Ship date \_\_\_\_\_ No. of packages \_\_\_\_\_ Weight \_\_\_\_\_

FedEx Express control number or \_\_\_\_\_

FedEx Ground damaged call tag confirmation number \_\_\_\_\_

(NOTE: Call 1.800.GoFedEx 1.800.463.3339 to obtain a FedEx Express control number or a FedEx Ground damaged call tag confirmation number.)

Contents of shipment \_\_\_\_\_

**Loss**

- Complete
- Partial

Describe damage to outer packaging \_\_\_\_\_

Describe damage to inner contents \_\_\_\_\_

Describe inner packaging \_\_\_\_\_

**Damaged**

Please retain all packaging and products until your claim is resolved.

Declared value \_\_\_\_\_ Declared value for customs \_\_\_\_\_

(The value declared on the shipment when tendered to FedEx) \$ (International shipments only) \$

**Other** \_\_\_\_\_

Merchandise value \_\_\_\_\_ Freight charge \$ \_\_\_\_\_ Total claim / C.O.D. amount \$ \_\_\_\_\_

(Original purchase price and/or cost to repair) \$

Customer remarks \_\_\_\_\_

**C.O.D.**

## Required Signature

The foregoing statement of facts is hereby certified as correct.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Claimant's Name (please print) \_\_\_\_\_ Phone \_\_\_\_\_

Claimant's Address \_\_\_\_\_

## Mail or Fax

Please return the completed form and required Proof of Value documentation (invoice and/or receipt) to:

FedEx Cargo Claims Dept. P.O. Box 256 Pittsburgh, PA 15230 Fax Number **1.877.229.4766**