



# FedEx Express 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:

- Complete and submit a claim form online at [fedex.com/en-hk/customer-support.html](https://fedex.com/en-hk/customer-support.html).
- Call customer service at 2730.3333.
- Complete a claim form and e-mail, fax or mail it (see step 3).

**Step 2:** Gather the following documentation:

- Photocopy of FedEx air waybill or FedEx Ship Manager® printout.
- 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, fax or mail the completed claim form with the supporting documentation to:

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

Fax: 2730.6588 / 2736.6195

FedEx Express  
Customer Service Department  
27/F Nanyang Plaza  
57 Hung To Road  
Kwun Tong  
Kowloon Hong Kong

### When should I file my claim?

Claims for shortage, damage or delay must be reported within 21 calendar days after delivery of the shipment and all supporting documentation filed within 9 months after the package was tendered to FedEx for shipment.

Claims for nondelivery or 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/en-hk/home.html](https://fedex.com/en-hk/home.html) or refer to the current FedEx Standard Conditions of Carriage.



# Claim Form

For lost or damaged domestic or international shipments

**Sender or Shipper's Name / Contact**

Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State / Province \_\_\_\_\_  
 Country \_\_\_\_\_ ZIP / Postal Code \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail \_\_\_\_\_

**Recipient's or Consignee's Name / Contact**

Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State / Province \_\_\_\_\_  
 Country \_\_\_\_\_ ZIP / Postal Code \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 E-Mail \_\_\_\_\_

**Tracking or Freight Bill Numbers**

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

**Shipment Information**

- Loss**  
 **Complete**  
 **Partial**

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

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

FedEx control number \_\_\_\_\_

(NOTE: Call FedEx Customer Service 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 \_\_\_\_\_

**Note:** Please indicate currency used on all values.

Declared value for carriage (The carriage 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) \_\_\_\_\_

FedEx pack & ship fee \_\_\_\_\_ Freight charge \_\_\_\_\_ Total claim 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 \_\_\_\_\_ Fax \_\_\_\_\_

**Claimant Information**

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

Signature (for fax or mail) \_\_\_\_\_ Internal Reference No. \_\_\_\_\_

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

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

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

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

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

**E-mail, Fax or Mail**

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

**SUBMIT**