



FedEx Freight 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:

- Submit claim online at:
fedexfreight.fedex.com/claim.jsp.
- Call customer service at 1.866.393.4585.
- Complete a claim form and submit via email or mail (see step 3)

Step 2: Gather the following documentation:

- Photocopy of FedEx Freight bill of lading or delivery receipt.
- 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: Submit claim form and supporting documents :

- Email supporting documents for claims submitted online to:
file.freightclaim@fedex.com
- Completed claim form with supporting documentation can be submitted via email to **file.freightclaim@fedex.com** or mailed to:
FedEx
Cargo Claims Dept.
P.O. Box 26628
Salt Lake City, UT 84126

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, refer to the National Motor Freight Classification series and the FXF Rules Tariff series for exclusions of liability and additional limitations.

Can I get updates on the status of my claim?

If you use our online filing option at **fedexfreight.fedex.com/claim.jsp**.



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 (FedEx Ground only).

Shipment Information

- Not Received**
- Missing Contents**

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

- C.O.D.**
For FedEx Express® and Ground Only

Ship date _____ No. of packages _____ Weight of items claimed _____

FedEx control number (FedEx Express Only) _____

(NOTE: Call FedEx Customer Service to obtain a FedEx Express control number.)

Qty of Packages	Item #	Item Description	Claimed Amount

Describe damage to outer packaging _____

Describe inner packaging _____

Describe damage to contents _____

Declared value <small>(The value declared on the shipment when tendered to FedEx)</small>	Declared value for customs <small>(International shipments only)</small>
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Merchandise value <small>(Original purchase value)</small>	Repair Cost <small>(include breakdown)</small>
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Shipping Costs	*Total claim / C.O.D. amount
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Customer remarks _____

Note: Please indicate currency used on all values.

Salvage/Inspection

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.**

Contact Name _____ Phone _____ Fax _____
 Email Address _____

Claimant Information

(Address where correspondence pertaining to the claim will be mailed)

Company/Claimant Name (please print) _____

Signature (for fax or mail) _____ Customer Reference No. _____

Contact Name _____ Phone _____

Claimant's Address _____

City _____ State/Province _____ ZIP/Postal Code _____

Country _____ Fax _____

Email _____

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

Mail

Please return the completed form and required Proof of Value documentation (invoice and/or receipt) to:
FedEx Cargo Claims Dept. P.O. Box 26628 Salt Lake City, UT 84126