

Claim Form

For lost or damaged domestic or international shipments

Sender or Shipper's Name / Contact Company			Recipient's or Consign	Recipient's or Consignee's Name/Contact Company		
			Company			
Address			Address			
City	*State / Province		City	State / Province		
Country	*ZIP / Postal Code		Country	ZIP / Postal Co	ZIP / Postal Code	
Phone	Fax		Phone	Fax		
E-Mail			E-Mail			
Tracking or Freight Bill Numbers	Multiple tracking numb	pers for the same s	sender, recipient, and ship date allowe	d (FedEx Ground only).		
Shipment Information	Ship date		No. of packages	Weight of items claimed		
•	FedEx control number (FedEx Express Only)					
 □ Not Received □ Missing Contents 	(NOTE: Call FedEx Customer Service to obtain a FedEx Express control number.)					
	Qty of Packages Item#			escription	Claimed Amount	
Damaged Please retain all packaging and merchandise until your claim is resolved.						
		1				
□ C.O.D.						
For FedEx Express® and Ground Only Note: Please indicate currency used on all values.						
	Describe damage to outer packaging					
	Describe inner packaging					
	Describe damage to contents					
	Declared value (The value declared on the shipment when tendered to FedEx)		Declared customs	value for		
	Merchandise value Repair Cost					
	(Original purchase value) (include breakdown)					
	Shipping Costs		*Total cla C.O.D. ar			
	Customer remarks					
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	Company/Claimant Name (please print)					
Address where correspondence	Signature (for fax	or mail)		Customer Reference No.		
pertaining to the claim will be mailed)	Contact Name Phone					
	Claimant's Address					
	City		State/Province	ZIP/Postal Code		
	Country			Fax		
	Email					
	□ Laccept that the	e foregoing state	ement of facts is hereby certified as	correct. Date		



FedEx Express and FedEx Ground 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-us/customer-support/claims.html
- Call customer service at 1.800.GoFedEx 1.800.463.3339 (say "claims")

Step 2: Gather the following documentation:

- 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: Upload the completed claim form with the supporting documentation to: FedEx.com/claimdocuments

When should I file my claim?

Claims for International shipment and FedEx® Collect on Delivery (C.O.D.) payment must be reported within 21 calendar days after delivery of shipment. Claims for concealed loss, visible or concealed damage, and delay must be reported within 60 calendar days and all supporting documentation filed within 9 months of delivery date. Claims for non-delivery, mis-delivery and FedEx Ground® C.O.D. 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 claim 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 package's content and packing materials?

Keep the package's content and all original packaging materials until the claim resolution process is finished.

It may be necessary to make the package's content and/or packing materials available to FedEx for inspection, and the failure to do so may result in denial of a claim.

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** or refer to the current FedEx Service Guide.

Can I get updates on the status of my claim?

If you use our online filing option at **fedex.com/us/claimsonline**, you can choose to receive periodic email updates on the status of your claim.

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: https://www.fedexfreight.fedex.com/claim.do
- Complete a claim form and submit via email (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 document:

• Email claim form and supporting documents for claims submitted online to: file.freightclaim@fedex.com

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 shipment and packing materials?

Keep the shipment and all original packing materials including the carton or crate until the claim resolution process is finished. It may be necessary to make the shipment and/or packing materials available to FedEx for inspection, and the failure to do so may result in denial of a claim.

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** or refer to the current FedEx Freight Rules Tariff.

Can I get updates on the status of my claim?

If you use our online filing option at https://www.fedexfreight.fedex.com/claim.do or email file.freightclaim@fedex.com