



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/hu/downloadcenter**.
- Call customer service at 06 80 980 980”.
- Complete a claim form and e-mail or mail it (see step 3).

Step 2: Gather the following documentation:

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

Hungary@fedex.com

FedEx Express Hungary Kft.

1185 Budapest, BUD International Airport, Logistic Center No. II. – Office Building, Building 283

When should I file my claim?

Claims for 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 15 calendar days based on FedEx Express Terms and Conditions of Carriage for Europe and all supporting documentation filed within 21 calendar days of delivery date based on FedEx Express Terms and Conditions of Carriage for Europe.

Claims for nondelivery, misdelivery and 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 30 calendar 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** or refer to the current FedEx Service Guide.



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

Additional tracking numbers for this claim request allowed (must have same sender, recipient, and ship date)

Shipment Information

☐ Loss

☐ Complete

☐ Partial

☐ Damaged

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

☐ Fully damaged

Ship date	No. of packages	Weight
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FedEx control number

(NOTE: Call 06 80 980 980 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

Declared value

(The value declared on the shipment when tendered to FedEx) HUF

Declared value for customs

(International shipments only) HUF

Merchandise value

(Original purchase value and/or cost to repair) HUF

FedEx pack & ship fee HUF

Freight charge HUF

Total claim / C.O.D. amount HUF

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
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Claimant Information

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

Signature (for fax or mail)

Claimant's Name (please print)

Claimant's Address

City

Country

E-Mail

Date

Internal Reference No.

Phone

State / Province

ZIP / Postal Code

Fax

E-mail or Mail

SUBMIT

Please return the completed form and required Proof of Value documentation (invoice and/or receipt) to:
E-mail Hungary@fedex.com | FedEx Express Hungary Kft., 1185 Budapest, BUD International Airport, Logistic Center No. II. - Office Building, Building 283.