



Claim form for lost or damaged shipments

Sender or Shipper's Name / Contact

Company

Address

City

State / Province

Country

ZIP / Postal Code

Phone

Fax

Email

Recipient's or Consignee's Name / Contact

Company

Address

City

State / Province

Country

ZIP / Postal Code

Phone

Fax

Email

House Bill of Lading or
House Airway Bill No.

Shipment Information

- Loss
- Complete
 - Partial

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

Ship date

No. of packages

Weight

FedEx Trade Networks claim number (office use only)

Qty of Packages	Item No.	Item Description	Claimed Amount

Contents of shipment

Describe damage to outer packaging

Describe inner packaging

Describe damage to contents

Declared value
(The declared value when tendered to FedEx Trade Networks) \$

Declared value for customs
(International shipments only) \$

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

Customer remarks

Salvage

If your claim is filed for damage, please note that claimants have a legal obligation to mitigate claims and reduce damage as much as possible. If mitigation through repair or salvage is not possible, please explain why. Damaged goods and packaging should be held until the investigation is complete.

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

Email

Date

Internal Reference No.

Phone

State / Province

ZIP / Postal Code

Fax

Email

Please return the completed form and required proof of loss and value to ftn_claims@fedex.com. Proof of loss should include original commercial invoice, packing list, and signed delivery receipt noting exceptions. For damage claims, please include photos of both the damaged packaging and its contents.

SUBMIT