



**Prefer a more convenient alternative?**

File online at **fedex.com/us/claimsonline** and you can request to receive periodic e-mail updates on the status of your claim. For FedEx Express® and FedEx Ground® U.S. shipments only.

LD-400  
3/07

# Claim Form

For lost or damaged U.S. or international shipments

Please check one:

☐ FedEx Express

☐ FedEx Ground

☐ FedEx Freight

## Sender Information

Sender's Name / Contact

Internal Reference No.

Company

Address

City

State/Province

Country

ZIP/Postal Code

Phone

Fax

E-Mail

## Recipient Information

Recipient's Name / Contact

Company

Address

City

State/Province

Country

ZIP/Postal Code

Phone

Fax

E-Mail

## Tracking or Freight Numbers

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

## Shipment Information

Ship date

No. of packages

Weight

FedEx Express control number or

FedEx Ground damaged call tag confirmation number

(NOTE: Call 1.800.GoFedEx 1.800.463.3339 to obtain a FedEx Express control number or a FedEx Ground damaged call tag confirmation number.)

Contents of shipment

Describe damage to outer packaging

Describe damage to inner contents

Describe inner packaging

☐ Loss

☐ Complete

☐ Partial

☐ Damaged

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

☐ Other \_\_\_\_\_

Declared value

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

Declared value for customs

(International shipments only) \$

Merchandise value

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

Freight charge \$

Total claim / C.O.D. amount \$

Customer remarks

☐ C.O.D.

## Required Signature

The foregoing statement of facts is hereby certified as correct.

Signature

Date

Claimant's Name (please print)

Phone

Claimant's Address

## Mail or Fax

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

FedEx Cargo Claims Dept. P.O. Box 256 Pittsburgh, PA 15230

Fax Number **1.877.229.4766**

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