

*In order for a claim to be considered, form must be completed **in its entirety***

Today's Date: _____ Air Waybill #: _____

Service Level: _____ Shipment Date: _____

Name of Claimant: _____

Contact Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____ Email: _____

Phone: _____ Fax: _____

Amount of Claim (USD) for Freight Charges: _____ Loss/Damage: _____

General Sales Agent: _____ Email: _____

Required for International Claims only

Type of Claim: (Circle One) **Service Failure** **Loss** **Damage**

Explanation of Claim: _____

To process your claim, the following items **must** accompany this form:

Service Failure:	Completed claim form Air waybill copy	Loss/Damage:	Completed claim form Air waybill copy Original invoice for goods Repair invoice (if applicable) Pictures (if available)
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Typical processing time is 48 hours for Service Failures and 2-4 weeks for Loss/Damage

Claims may be submitted via:

- Email: cargoclaims@usairways.com
- Fax: (480) 693-8105
- Mail: US Airways Cargo, Attn: Cargo Claims (RWB-CGO)
4000 East Sky Harbor Blvd., Phoenix, AZ 85034