



FedEx National LTLSM Claim Form Instructions and Frequently Asked Questions (FAQs)

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 fnl.fedexnational.fedex.com/us/provalid
- Email / Fax / Mail (See Step 3).

Step 2: Gather the following documentation:

- Photocopy of FedEx airwaybill, FedEx Ship Manager[®] printout, Pick-Up Record, 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.
- Include inspection report, if applicable.

Step 3: Email, Fax or Mail the completed claim form with the supporting documentation to:

FedEx
Cargo Claims Dept.
P.O. Box 256
Pittsburgh, PA 15230
Fax 1.877.229.4766
file.claim@fedex.com

If you fax your claim, you will receive a confirmation letter by return fax.

Read the following FAQs for answers on the claim resolution process. For instructions on filing a claim, skip to "How do I file a claim?"

When should I file my claim?

Claims for concealed loss and visible or concealed damage must be reported within 21 calendar days and all supporting documentation filed within 9 months of delivery date. Claims for non-delivery must be filed within 9 months of the committed delivery date. 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 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 packaging?

Keep 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. Keep merchandise and all packaging materials.

Where can I find specific information about the claim resolution process?

For more detailed information refer to the National Motor Freight Classification series and the FXF/FXNL Rules Tariff series for exclusions of liability and additional limitations.

Can I get updates on the status of my claim?

If you use our online filing option at fnl.fedexnational.fedex.com/us/provalid



Claim Form

LD-400
3/08

For lost or damaged U.S. or international shipments

Sender / Shipper's Name / Contact

Company _____
 Address _____
 City _____ State / Province _____
 Country _____ ZIP / Postal Code _____
 Phone _____ Fax _____
 E-Mail _____

Recipient's / Consignee's Name / Contact

Company _____
 Address _____
 City _____ State / Province _____
 Country _____ ZIP / Postal Code _____
 Phone _____ Fax _____
 E-Mail _____

Tracking or Freight Bill Numbers

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

Shipment Information

Ship date _____ No. of packages _____ Weight _____

Loss

FedEx control number _____

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

Complete

Partial

No./Qty of Packages	Item #	Item Description	Claimed Amount

Damaged

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

Contents of shipment _____

Describe damage to outer packaging _____

C.O.D.

For FedEx Express & Ground Only

Describe inner packaging _____

Describe damage to contents _____

Declared value

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

Declared value for customs (International shipments only) \$ _____

Merchandise value

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

FedEx Pack & Ship Fee \$ _____

Freight charge \$ _____

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

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 _____

Claimant Information

The foregoing statement of facts is hereby certified as correct.

Signature _____

Date _____

Claimant's Name (please print) _____

Internal Reference No. _____

Claimant's Address _____

Phone _____

City _____

State / Province _____

Country _____

ZIP / Postal Code _____

E-Mail _____

Fax _____

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 | Please email to: file.claim@fedex.com

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