



# Inspection Report

For missing contents and damaged U.S. FedEx Express® and FedEx Ground® shipments

**Completed by (your name)**

Company

Address

City

State

ZIP

Phone

Fax

E-Mail

Note: Please include only one tracking number per inspection report.

Tracking Number

Ship Date

Shipment Weight (lbs.)

Inspection location

Sender / Shipper

Recipient / Consignee

Other

**Product Information**

Note: Do not complete inspection report for dangerous goods or hazardous materials.

Product description

Brand / Make / Model

Serial #

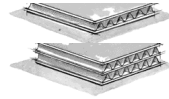
Product new or used?  New  Used  Unsure

Estimated product weight (lbs.)

Product dimensions (to nearest 1/8") Length Width Height

How many items were in the container? How many items were damaged / missing?

Description of damage / missing contents

Can damaged merchandise be repaired?  Yes  No  Unsure Singlewall corrugated box Doublewall corrugated box Shippers tube Suitcase / Baggage FedEx Box or FedEx® Tube FedEx Laptop Box Cooler: Styrofoam / Plastic Wood Crate FedEx Artwork Box Other: describe

Container dimensions (to nearest 1/8") Length Width Height

 Inside dimensions  Outside dimensionsIs there a Box Certificate on the bottom of the box?  Yes  No

← Note: If "yes" above, please choose the appropriate selections and enter the two values into the graphic at left.

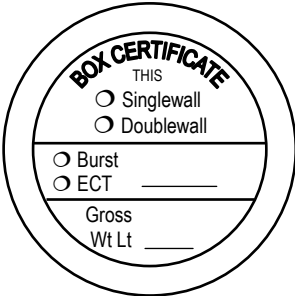
Closure Type How was package sealed?

Top  Tape  Staples  Glue  Nails  Stretchwrap  Other

Bottom  Tape  Staples  Glue  Nails  Stretchwrap  Other

**Container Details**

Describe type of packaging (Select one)

**Container Condition**

Describe condition of package (Select at least one)

No visible damage  Wet  Punctured  Bulged  Torn  Re-used  Crushed

Corner(s) dented  Other: describe

Does container damage correspond to product damage?  Yes  NoDoes container show other shipping labels?  Yes  No**Inner Packaging**

Choose type(s) of inner packaging (Select at least one)

No inner packaging  Corrugated pad / tray  Bubble pack  Molded pulp / fiber

Unavailable  Box or carton  Air bag / pillow  Foam mix & match pieces

Paper / newsprint  Partitions  Loosefill / peanuts  Foam engineered for product

Corner posts  Other: describe

**Submit Online**

Note: This report is merely a statement of facts and does not acknowledge carrier's liability. Claim forms may be obtained from [fedex.com/us/claimsonline](http://fedex.com/us/claimsonline). Please submit the completed inspection report and required accompanying photographs within 5 business days online at: <https://www.fedex.com/en-us/customer-support/claims.html#AddtoClaim>

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

Signature

Date Report Completed

**SUBMIT**



# FedEx Express and FedEx Ground Inspection Report Instructions and Frequently Asked Questions (FAQs)

Read the following FAQs for answers on the inspection process.

## How do I submit an inspection report?

Follow the four steps listed below to submit an inspection report.

### Step 1: Gather the following:

- Digital camera (with flash or good lighting)
- Tape measure
- Inspection report form
- Pen
- Access to all of the packaging and merchandise

### Step 2: Photograph the packaging and merchandise.

Note: If possible, change your camera setting to the lowest resolution to allow for faster e-mailing and downloading.

- Example of pictures is shown to the right. →

### Step 3: Complete the inspection report.

- Complete all required fields.
- Sign and date the bottom of the form.

### Step 4: Submit the report and supporting photographs within 5 business days online at:

<https://www.fedex.com/en-us/customer-support/claims.html#AddtoClaim>

## Why do I have to complete an inspection report?

As stated in the FedEx Service Guide, "FedEx reserves the right to inspect a damaged shipment. The shipper and recipient must cooperate to assist in the inspection."

An inspection report completed by you instead of a third party provides timely feedback resulting in quicker resolution.

## Who completes the inspection report?

The sender, the recipient or a third party can complete the inspection report.

## What if I have questions about the inspection report or need another copy?

Call FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339 and ask for the Cargo Claims Department.

## What should I do with the merchandise and packaging after the inspection report is submitted?

Keep the merchandise and all original packaging including contents, until the claim resolution process is concluded.

## Example of photographs needed for an inspection report:

- Top of container



- Bottom of container



- Front / right side of container



- Back / left side of container



- Inner packaging



- Inner packaging



- Inside view of container



- Close-up of damage



- Top / front / side of product



- Bottom / back / side of product

