



Prefer a more convenient alternative?

File online at www.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
10/03

Claim Form

For lost or damaged domestic or international shipments

Please check one:

FedEx Express

FedEx Ground

Sender Information

Claim settlements are issued to sender unless a letter of authorization from shipper is submitted.

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 Numbers

FedEx Express Tracking number <small>(Only one claim per form allowed.)</small>	_____
or	
FedEx Ground Tracking numbers <small>(Multiple tracking numbers for the same ship date allowed.)</small>	_____

Shipment Information

Ship date	No. of packages	Weight
FedEx Express control number or		
FedEx Ground damaged call tag confirmation number		
<small>(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.)</small>		

Loss

- Complete
- Partial
- Concealed

Damaged

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

- Complete
- Partial
- Concealed

Other _____

Contents of shipment		
Describe damage to outer packaging		
Describe damage to inner contents		
Describe inner packaging		
Declared value <small>(The value declared on the shipment when tendered to FedEx)</small>	\$ _____	Declared value for customs <small>(International shipments only)</small>
		\$ _____
Merchandise value <small>(Original purchase price and/or cost to repair)</small>	\$ _____	Freight charge \$ _____
		Total claim amount \$ _____
Customer remarks		

Required Signature

The foregoing statement of facts is hereby certified as correct.

Signature	Date
Claimant's Name <small>(please print)</small>	Phone
Claimant's Address	

Mail or Fax

Please return the completed form and requested documentation to:
FedEx Cargo Claims Dept. P.O. Box 256 Pittsburgh, PA 15230

Fax Number **1.877.229.4766**