



# FedEx Express Claim Form Instructions and Frequently Asked Questions (FAQs)

Read the following FAQs for answers on the claim resolution process.

## 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 [www.fedex.com/bw](http://www.fedex.com/bw)
- Email Customer Service at [Botswana@fedex.com](mailto:Botswana@fedex.com)
- Complete a claim form and mail it (see step 3).

**Step 2:** Gather the following documentation:

- Photocopy of FedEx air waybill, FedEx Ship Manager® printout, or delivery receipt.
- Any shipment valued above \$ 1000 and consignee is the payor, Authorization letter from shipper with valid stamp and signature should be attached for claims to be settled with the payor
- 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.
- Inspection report, if applicable.

**Step 3:** Mail the completed form with the supporting documentation to: [Claims.BW@fedex.com](mailto:Claims.BW@fedex.com)

## When should I file my claim?

Claims for concealed loss, visible or concealed damage, and delay must be reported within 21 calendar days and all supporting documentation filed within 9 months of delivery date.

Claims for non-delivery and mis-delivery must be filed within 9 months after the package was tendered to FedEx for shipment. All claims will be resolved based on the merits of the claim's investigation.

## How long will the claim resolution process take?

Most cases will normally be resolved in 8 to 10 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 merchandise and shipment packaging?

Keep the merchandise and 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.

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

FedEx provides services according to its terms and conditions as detailed on the reverse of our Air Waybill and [www.fedex.com/bw](http://www.fedex.com/bw).



# Claim Form

For lost or damaged domestic or international shipments

## Sender or Shipper's Name / Contact

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State / Province \_\_\_\_\_

Country \_\_\_\_\_ ZIP / Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ E-Mail \_\_\_\_\_

## Recipient's or Consignee's Name / Contact

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State / Province \_\_\_\_\_

Country \_\_\_\_\_ ZIP / Postal Code \_\_\_\_\_

Phone \_\_\_\_\_ 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

- Complete
- Partial

FedEx control number \_\_\_\_\_

(NOTE: Call FedEx Customer Service to obtain a FedEx Express control number or a FedEx Ground damaged call tag confirmation number.)

Qty of Packages	Item #	Item Description	Claimed Amount

### Damaged

- Complete
- Partial
- Concealed

Contents of shipment \_\_\_\_\_

Describe damage to outer packaging \_\_\_\_\_

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)

**Note:** Please indicate currency used on all values.

Merchandise value  
(Original purchase value and/or cost to repair)

Salvage

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 \_\_\_\_\_

## Claimant Information

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

Signature (mail) \_\_\_\_\_

Date \_\_\_\_\_

Claimant's Name (please print) \_\_\_\_\_

Internal Reference No. \_\_\_\_\_

Claimant's Address \_\_\_\_\_

City \_\_\_\_\_

Phone \_\_\_\_\_

### E-mail

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

Country \_\_\_\_\_

Bank name \_\_\_\_\_

State / Province \_\_\_\_\_

Bank account number \_\_\_\_\_

Branch name \_\_\_\_\_

ZIP / Postal Code \_\_\_\_\_

Bank BIC No./Swift code \_\_\_\_\_

Bank IBAN No. \_\_\_\_\_

E-mail \_\_\_\_\_

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