



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/ke
- Email Customer Service at Kenya@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.KE@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/ke



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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