



Claim Form

For lost or damaged domestic or international shipments

Shipper's Name / Contact

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

Consignee's Name/Contact

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

Tracking or Freight Bill Number

Ship date _____ No. of packages _____ Weight of items claimed _____

Shipment Information

Loss/Shortage

Damaged

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

Qty of Packages	Item #	Item Description	Claimed Amount

Describe damage to inner/outer packaging and content

Note: Please indicate currency used on all values.

Merchandise value <small>(Original purchase value)</small>	Repair Cost <small>(include breakdown)</small>
FedEx Freight Shipping Charges	*Total claim
Customer Remarks	

Salvage/Inspection

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.**

Contact Name _____ Phone _____
 Email Address _____

Claimant Information

(Remit to Address)

Company/Claimant Name (please print) _____
 Claimant Contact Name _____
 Claimant Reference Number _____ Phone _____
 Claimant's Address _____
 City _____ State/Province _____ ZIP/Postal Code _____
 Country _____
 Email _____

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



FedEx Freight Claim Form Instructions and Frequently Asked Questions (FAQs)

Read the following FAQs for answers on the claim resolution process

Who can file a loss or damage cargo claim?

Any party with a financial interest in the shipment can file a loss or damage cargo claim. This typically includes the shipper, consignee, billed party, or an authorized representative acting on their behalf.

Can someone file a cargo claim on my behalf?

Yes. An authorized agent or representative may file a cargo claim for you, as long as they have permission from a party with a financial interest in the shipment.

What information do I need to file a cargo claim?

You'll need to provide your contact info and shipment details. The easiest way is to log in to Your account on FedExFreight.com and fill out the online form. This ensures we have what we need to get started. If you have supporting documents, email them to us at file.freightclaim@fedexfreight.com after you submit the form. Please include your cargo claim submission number. Examples of relevant documents include:

- 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).
- Photographs of the damaged freight
- Packing slips
- Purchase orders

Another option is to fill out our blank cargo claim form and email it (along with any supporting documents) to file.freightclaim@fedexfreight.com.

How long does it take for FedEx Freight to process my cargo claim?

The average review period is approximately six business days. The duration may vary depending on your documentation and the complexity of your cargo claim.

Can I submit my own inspection report for a FedEx Freight cargo claim?

In some cases, yes. We'll notify you if your cargo claim requires an inspection. If so, we'll ask you to provide images of your shipment's packaging and damaged contents (if applicable). Please hang on to your original packaging until your cargo claim is resolved.

How will I know my FedEx Freight cargo claim status?

We typically send updates directly to the claimant, using the contact information they provided. You can also request a status update by emailing us at file.freightclaim@fedexfreight.com.

How will I receive a payment for my FedEx Freight cargo claim?

If your cargo claim is approved, FedEx Freight will mail you a check. Please double-check your physical address in the contact information section.

Is there a time limit for filing a FedEx Freight cargo claim?

Yes. You can file your cargo claim for damaged or missing contents up to nine months from the shipment date.

Can I cancel a FedEx Freight cargo claim?

Yes. You can email our dedicated cargo claims team at file.freightclaim@fedexfreight.com for support. Please include your reason for cancelling the cargo claim.

Can I dispute a FedEx Freight cargo claim decision?

Yes. You can email our dedicated cargo claims team at file.freightclaim@fedexfreight.com for support. Please include any additional documents or new information that supports your dispute.