

Sample Claim Form

Go to the FedEx Website to begin an online claim:
<https://www.fedex.com/en-us/customer-support/claims.html>

File a claim

Use the online tool to file a claim for shipments that are damaged, lost or missing contents.

START A CLAIM

Click Start A Claim

Tracking/PRO Number

Shipment Information

Your Information

Review

Enter your Tracking/PRO Number to get started.

Tracking/PRO Number

391234567890

Claim Type

Select

Select

Shipment not received

Shipment missing contents

Shipment damaged

Things to know before beginning your claim:

FedEx Claims Online supports claims for FedEx Express, FedEx Ground or FedEx Freight for:

- US domestic shipments
- US shipments to other countries
- Canada shipments to the US

It will be helpful when filing your claim if you can provide photos (if appropriate) and documentation (e.g. invoice or appraisal) that verifies the amount of your claim.

More

Enter your label/
tracking number

Select which Claim
Type applies to
your shipment

- **Complete the Shipper information as shown below with shipBikes.com as the Shipper.**
- Complete the Recipient information with the destination information (who received the shipment and where)

Shipper: complete this section with the shipBikes.com information as shown below

Recipient Information: who received the shipment

Shipper

Name/Contact	shipBikes.com
Company	Lickton Supply Corp
Country/Territory	United States
ZIP/Postal Code	60302
Address	310 Lake Street
City	Oak Park
State/Province	Illinois
Phone Number	708-383-5541
Ext.	

Recipient

Name/Contact	Mike Sample
Company	
Country/Territory	United States
ZIP/Postal Code	90210
Address	123 Test Street
City	Oakland
State/Province	California
Phone Number	123-456-7890
Ext.	

Claim Details

Provide information about the items in your shipment that were damaged.

Item No.1			
Item Description	Unit Cost	Quantity	Total Cost
Bicycle	\$400.00	1	\$ 400.00
Part Name or Model (optional)	Part Number (optional)	Manufacturer (optional)	Serial Number (optional)
▲ Hide additional information			
+ Add another item		Total Value of Item(s)	\$ 400.00
		Shipping Cost	\$ 79.95
		Total Claim Amount	\$ 479.95

Unit Cost: the declared value (insured amount)

Shipping Cost: the dollar amount paid to shipBikes.com for the shipment (amount charged)

To facilitate claims processing, please select the item that best describes your shipment. ?

Furs, Fine Art, Paintings, Tapestry, Etched Glass
Liquid Chemicals or Consumables (including wine, alcohol and cleaners)
Medicine, Drugs, Controlled Substances
Money, Currency, Tickets, Bonds or Equivalents
Tobacco, Firearms
None of the Above

Select: None of the Above

Select all that apply for each category under Packaging Information

Packaging Information

Select the type of damage to the contents of the shipment

(Select all that apply)

None
Bent
Contents Broken
Contents Missing
Contents Protruding

Select the type of damage to the outer packaging

(Select all that apply)

Closures Open
Corner of Box Crushed
Crushed
No Visible Damage
Punctured
Retaped

Select any packaging materials that were included

(Select all that apply)

None
Bubble Wrap
Corner Post
Corrugated Liners
Molded Foam
Plastic Bags

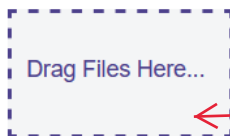
- **Photos and Proof of Value:** this is where you can upload photos and documents to back up your claim. These are the documents that FedEx will need to review and process your claim.

Photos and Proof of Value

Please provide photos (if appropriate) and documentation that verifies the amount of your claim. If they are not available now, you can add them at a later time.

Proof of value documentation may include invoices, repair estimates or invoices, expense statements, or appraisals. Please reference Claims [Terms and Conditions](#) of FedEx Services for more information.

Upload Photos or Documents



or

Browse

Add photos and documents to support your claim here

If you prefer to mail or fax your documentation, you may do so after you receive your case number at the end of this process.

Select Other from the drop-down

Your Information & Contact Information: enter the person or company's information who paid for the shipping

For this claim, I am the: **Other**

Your Information

Name/Contact **Joe Sample**

Company (optional)

Country/Territory **United States**

ZIP/Postal Code **32590**

Address **456 Sample Drive**

City **Pensacola**

State/Province **Florida**

Contact Information

Phone Number **987-654-3210** Ext.

Fax

Email **jsample@gmail.com** ?

[Add another email](#) **+**

Preferred Contact Method **Email** ?

Select Email

- Review your claim in the Review Section. Edit any items that are incorrect or if all looks good, please submit your claim.

FedEx Claims
? Help

File and Manage Claims

Tracking Number: 39XXXXXXXXXX

Case Number : 0123456789

Your claim has been submitted.

You can return to FedEx Claims at any time to attach supporting documentation. To streamline the claim process and access more information regarding your claims in the future, please [Register](#) and/or [Login](#) to FedEx Claims.

What's Next?

You will receive an email with your claim details in the next few minutes. Most claims will be resolved within 5 to 7 business days after we receive your supporting documentation, but exceptions are possible if additional time for research is needed.

Need to provide supporting documents?

To provide supporting documentation via Email, please include the Tracking/PRO Number in the Subject line and email your documents to file.claim@fedex.com

Prefer to fax or mail please send to:

FedEx Cargo Claims
P.O. Box 256
Pittsburgh, PA 15230
Fax: (877)229-4766

Supporting Documentation may include photos, proof of value (invoices, repair estimate, expense statement, proof of payment or any other applicable documentation) and must be verifiable to Carrier's satisfaction. Carrier also reserves the right to request a FedEx Shipping Document as needed.

Click to obtain claim details and print or save for your records

Make a note of this case number for your records

Print Claim Details
Submit Another Claim

- Your claim has been submitted. Please note your case number and print or save your claim details for your records.

QUESTIONS???

If you have any questions submitting or resolving your claim, please contact shipBikes.com and we can help:

inform@shipbikes.com

(877) 323-4083

11:30am to 8:30pm CST(Monday-Friday)

11:30am to 5:30pm CST (Saturday)