UPS-SCS Customer Cargo Claim Form

Press F1 on any field for help

Claim Amount (specify currency):_____

Is hereby filed for (check one): ☐ Non delivery ☐ Shortage ☐ Damage

Date filed:		**Claim Payable to:**
UPS Bill of Lading/Air Waybill No:		Company Name
UPS Bill of Lading/Air Waybill date:		Address
UPS Order No.:	Date:	City/Town & State & Country Zip / Postal Code
Claimant Reference No.:	Confirmation Number :	

Shipper	Consignee
Address	Address
City/Town & State & Country Zip / Postal Code	City/Town & State & Country Zip / Postal Code

CLAIM MUST BE SUPPORTED BY A DETAILED STATEMENT SHOWING HOW THE AMOUNT WAS DETERMINED. INCLUDE A COMPLETE DESCRIPTION OF LOST ITEMS; SIZE, COLOR, MARKINGS, ETC. (If more room is needed in this section, use an additional claim form to be included with the submission of this claim form.)

Detailed Merchandise Description	Quantity	Merchandise Cost Each Unit	Total Merchandise Cost	Weight per Unit (kg or lb)	Total Weight of Merchandise (kg or lb)
Total of Claimed Merchandise					
Any additional claimed amount				**Specify Reason**	
TOTAL OF CLAIM	**Currency**				

Package type: ☐ Cartons ☐ Pallets ☐ Crates Other: Goods packed by: ☐ Shipper ☐ UPS

Was the merchandise: New ☐ Used ☐

Do you have your own Marine/Cargo Insurance Coverage? ☐ Yes ☐ No If yes, list name of Insurance Carrier:

Did you purchase Cargo Insurance through SCS (AIG policy)? ☐ Yes ☐ No If yes, give insured value amount:

Did you purchase Declared Value with UPS? ☐ Yes ☐ No If yes, give declared value amount:

NOTE: Claim should be supported by following documents. Failure to include sufficient documentation may be grounds for denial of your claim and may delay conclusion of the claim. UPS reserves the right to request any additional documents not listed below.

- ☐ UPS Bill of Lading/Air Waybill referenced above
- ☐ Commercial invoice(s) for entire shipment showing the cost of the goods being sold by Claimant to end Consignee
- ☐ Packing list for entire shipment with the weight of each individual item in the claimed shipment
- ☐ Signed Proof of Delivery (POD) from Consignee if applicable, or other delivery document
- ☐ Survey/Inspection report if survey/inspection held
- ☐ Pictures of damaged product if available
- ☐ Repair estimate, if available
- ☐ Shippers' letter of Instruction (SLI) and correspondence pertaining to the shipment
- ☐ Certificate of Insurance, if shipment was insured and a certificate was issued
- ☐ **Other documents to support claim:**

Remarks:

The statements contained in this claim form are hereby certified as true and correct.

Claimant's Company Name:	Tel No.:	
Claimant's Contact Name (print):	E-Mail:	
Claimant's Signature:	Date:	Fax No:

Mail Claim to: UPS Cargo Claims Department,12380 Morris Road 5th Floor, Alpharetta, GA, USA 30005.
Phone No.: 866-746-2404/ 678-746-7750 Fax No.: 800-379-9084/ 678-746-7768 Email: upscargoclaims@ups.com

All services are subject to applicable Terms & Conditions of service, which appear in the shipping documents pertaining to your shipment. Said Terms & Conditions include, but are not limited to, liability limitations and claim filing requirements.

TERMS AND CONDITIONS

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CLAIM FILING HELPFUL HINTS

1. At time of Receipt of a shipment, the receiver needs to count and note any outside signs of damage to the cargo.

2. Any irregularities must be clearly noted on the delivery receipt and/or electronic device. The UPS SCS local Operations must be notified immediately as outlined on the UPS SCS terms and conditions.

3. All packaging material must be retained until conclusion of the claim.

4. If possible, take photographs of the noted irregularities.

5. You should protect cargo from any additional loss or damage in order to minimize the loss. It is your responsibility to mitigate your loss to the lowest value.

6. No loss or damage claim will be processed until all transportation charges have been paid. The amount of a claim may not be deducted from transportation charges.

General Limits of Liability

For more detailed information, see applicable Terms & Conditions on the website at www.ups-scs.com.

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