

**UPS Air Freight  
Guaranteed Service Claim Form**



Refund Amount (specify currency): \_\_\_\_\_

Date filed:		<b>Claim Payable To Payer Only:</b>	
UPS Bill of Lading/Air Waybill No:		Company Name	
UPS Bill of Lading/Air Waybill date:		Address	
Customer Reference No.:	Customer Account No.:	City/Town & State & Country	Zip / Postal Code

**CLAIM MUST BE SUPPORTED BY A DETAILED STATEMENT**

<b>Description of Claim:</b>

**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.**

- Invoice number to which the refund request pertains \_\_\_\_\_
- Check number and check name on which the customer's payment was made, if applicable; \_\_\_\_\_
- Copy of Air Waybill, bill of lading or shipping manifest; \_\_\_\_\_

<b>Remarks:</b>

Party filing claim is:  Shipper  Consignee  Debtor/Payee

Fill in the appropriate box with contact information:

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

3 <sup>rd</sup> Party
Address
City/Town & State & Country

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 Air Freight, Cargo Claims, 9/F, 100 Texaco Road Tsuen Wan, N.T. Hong Kong**  
 Phone No.: 852-2942-5174 Fax: 852-2942-5174      [upsapacclaims@ups.com](mailto:upsapacclaims@ups.com) (E-mail)