

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 Air Cargo Master Air Waybill No: | | Company Name | |
| UPS House Air Waybill No: | | Address | |
| UPS Order No: | Date: | City/Town/State/Country or Territory Zip / Postal Code | |
| Claimant Reference No.: | Confirmation Number : | | |

| | |
|--|--|
| Shipper | Consignee |
| Address | Address |
| City/Town/State/Country or Territory Zip / Postal Code | City/Town/State/Country or Territory 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) |
|--------------------------------------|-----------------|----------------------------|------------------------|----------------------------|--|
| | | | | | |
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| | | | | | |
| | | | | | |
| | | | | | |
| Total of Claimed Merchandise | | | | | |
| Any additional claimed amount | | | | Specify Reason | |
| TOTAL OF CLAIM | Currency | | | | |

| | |
|--|--|
| Package type: <input type="checkbox"/> Cartons <input type="checkbox"/> Pallets <input type="checkbox"/> Crates Other: _____ | Goods packed by: <input type="checkbox"/> Shipper <input type="checkbox"/> UPS SCS |
| Was the merchandise: New <input type="checkbox"/> Used <input type="checkbox"/> | |
| Do you have your own Marine/Cargo Insurance Coverage? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, list name of Insurance Carrier: _____ | |
| Did you purchase Marine/Cargo Insurance through UPS Air Cargo? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, give insured value amount: _____ | |

NOTE: Claim should be supported by following documents, if available. 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 Air Cargo Master Air Waybill referenced above
- House 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
- 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: United Parcel Service, UPS Cargo Claims Department, Goerlitzer Str 1, 41456 Neuss, Germany, Tel No: +49 2131 9472971 Fax No: +49-2131 9472993 Email: upsemaclaims@ups.com



TERMS AND CONDITIONS

All services are subject to applicable Terms & Conditions of service, which are available for review on the website at <https://www.ups-scs.com/tools/terms.html> Said Terms & Conditions include, but are not limited to, liability limitations and claim filing requirements.

CLAIM FILING HELPFUL HINTS

1. At time of receipt of a shipment, the receiver needs to count and note any outside signs of damage/shortage 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/actual damage to goods and packaging material.
5. Cargo must be protected from any additional loss or damage in order to minimize the loss. It is the responsibility of the claimant to mitigate the 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