

**UPS Air Freight –  
UPS SCS Guaranteed Service Claim Form**



Press F1 on any field for help

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 or Territory	Zip / Postal Code

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

<b>Description of Claim:</b>

**NOTE: Claim should be supported by following documents**

Copy of Air Waybill, bill of lading or shipping manifest/ or valid UPS Bill of Lading Number

**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 listed below.**

Invoice number to which the refund request relates **if applicable**; \_\_\_\_\_

Check number and check name on which the customer's payment was made, **if applicable**;  
\_\_\_\_\_

Party filing claim is:  Shipper  Consignee   
Debtor/Payee

Fill in the appropriate box with contact information:

Shipper	Consignee
Address	Address
City/Town/State/Country or Territory Zip / Postal Code	City/Town/State/Country or Territory Zip / Postal Code

3 <sup>rd</sup> Party
Address
City/Town/State/Country or Territory Zip / Postal Code

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 APAC Cargo Claims Department, 8/F, 100 Texaco Road, Tsuen Wan, Hong Kong, tel: (852) 2942 5273, Email: [upsapacclaims@ups.com](mailto:upsapacclaims@ups.com)

--

**UPS Air Freight –  
UPS SCS Guaranteed Service Claim Form**

**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.