

For any type of claim:

1) Inspect your cargo *before* signing the delivery receipt

Note on the delivery receipt any visible irregularities to the cargo. It is important to be as specific as possible when describing shortages or damage (e.g. 2 cartons short or 10 cartons wet). For ocean containers, verify that the seal number(s) on the container(s) match the seal number(s) on your bill(s) of lading. If the seal is broken or the number is different, the cargo may have been pilfered. If cargo arrives wet in an intact container, photograph any defects of the container and do not return the container until authorized. Assess the estimated value of the loss or damage.

2) Notify FedEx Trade Networks of your loss immediately

If shipments are insured through FedEx Trade Networks Cargo Insurance Arrangement...	If shipments are insured elsewhere...	If shipments are uninsured...
Immediately notify us at the email below, copying the FedEx Trade Networks office that handled the shipment. We will advise the next step.	Notify your insurance agent and follow their guidelines. Notify FedEx Trade Networks so we can assist.	Refer to the back of your bill of lading or air waybill for an outline of carrier liability, exemptions and limitations. <ul style="list-style-type: none"> • Make sure to note exceptions on your delivery receipts • Notify the carrier(s) who handled your shipment(s) per the terms of your shipping documents • Retain all damaged cargo and photograph any damaged packages • If the cargo arrived in a damaged ocean container, do not return the container until authorized by the carrier

3) Mitigate and assess the loss or damage

- Retain all products and packaging materials regardless of their condition, until otherwise advised
- Try to estimate an approximate value of the damage
- Photograph the damaged cargo, both the packaging and contents
- Do not abandon the cargo or fail to take action that could avert or minimize the loss or damage. (As a rule of thumb, you should always treat the cargo as if you are financially responsible for any loss)
- If the loss is large, your insurer and/or the carrier may require a survey

If shipments are insured through FedEx Trade Networks...	If shipments are insured elsewhere...	If shipments are uninsured...
Immediately provide us with copies of photos and documents via email, copying the FedEx Trade Networks office that handled the shipment. We will advise the next step.	Notify your insurance agent and follow their guidelines. Notify FedEx Trade Networks so we can assist.	You may wish to contact a surveyor to assess the damage. However, since the shipment is uninsured, you may bear the cost of such survey. Again, refer to the back of your bill of lading or air waybill to help determine liability of the carrier(s).

4) Submit your claim

If shipments are insured through FedEx Trade Networks...	If shipments are insured elsewhere...	If shipments are uninsured...
<p>The FedEx Trade Networks Cargo Claims department will advise you regarding documentation needed for your claim which typically includes the following:</p> <ul style="list-style-type: none"> • Claim statement itemizing the value of the loss or damage • Delivery receipt with exceptions noted • Photographs (for wet or damaged cargo) • Salvage value of the damaged cargo 	<p>Notify your insurance agent and follow their guidelines.</p>	<p>Contact us with the details of the shipment and the incident. Generally, the required documents include:</p> <ul style="list-style-type: none"> • Ocean, air and/or inland bills of lading • Delivery receipts with exceptions noted • Customs entries • Commercial invoices • Packing lists • Survey reports • Repair estimates (if applicable)

Contact us:
FedEx Trade Networks Cargo Claims Department
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