



## Inspection Report

For missing contents and damaged U.S. FedEx Express® and FedEx Ground® shipments

### Completed by (your name)

Company

Address

City

State

ZIP

Phone

Fax

E-Mail

Note: Please include only one tracking number per inspection report.

Tracking Number

Ship Date

Shipment Weight (lbs.)

Inspection location ☐ Sender / Shipper  
☐ Recipient / Consignee  
☐ Other

### Product Information

Note: Do not complete inspection report for dangerous goods or hazardous materials.

Product description

Brand / Make / Model

Serial #

Product new or used? ☐ New ☐ Used ☐ Unsure

Estimated product weight (lbs.)

Product dimensions (to nearest 1/8")

Length

Width

Height

How many items were in the container?

How many items were damaged / missing?

Description of damage / missing contents

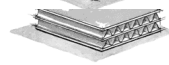
Can damaged merchandise be repaired?

☐ Yes ☐ No ☐ Unsure

☐ Singlewall corrugated box



☐ Doublewall corrugated box



☐ Cooler: Styrofoam / Plastic

☐ Other: describe

☐ Shippers tube

☐ FedEx Box or FedEx® Tube

☐ Suitcase / Baggage

☐ FedEx Laptop Box

☐ Wood Crate

☐ FedEx Artwork Box

Container dimensions (to nearest 1/8")

Length

Width

Height

☐ Inside dimensions

☐ Outside dimensions

Is there a Box Certificate on the bottom of the box?

☐ Yes ☐ No

← Note: If "yes" above, please choose the appropriate selections and enter the two values into the graphic at left.

Closure Type  
How was package sealed?

Top

☐ Tape

☐ Staples

☐ Glue

☐ Nails

☐ Stretchwrap

☐ Other

Bottom

☐ Tape

☐ Staples

☐ Glue

☐ Nails

☐ Stretchwrap

☐ Other

☐ No visible damage

☐ Wet

☐ Punctured

☐ Bulged

☐ Torn

☐ Re-used

☐ Crushed

☐ Corner(s) dented

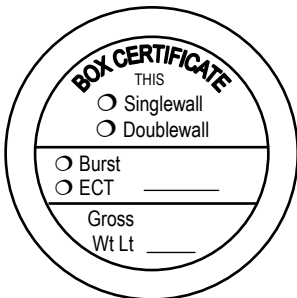
☐ Other: describe

Does container damage correspond to product damage? ☐ Yes ☐ No

Does container show other shipping labels? ☐ Yes ☐ No

### Container Details

Describe type of packaging  
(Select one)



### Container Condition

Describe condition of package  
(Select at least one)

### Inner Packaging

Choose type(s) of inner packaging  
(Select at least one)

☐ No inner packaging

☐ Corrugated pad / tray

☐ Bubble pack

☐ Molded pulp / fiber

☐ Unavailable

☐ Box or carton

☐ Air bag / pillow

☐ Foam mix & match pieces

☐ Paper / newsprint

☐ Partitions

☐ Loosefill / peanuts

☐ Foam engineered for product

☐ Corner posts

☐ Other: describe

### E-mail or Mail

Note: This report is merely a statement of facts and does not acknowledge carrier's liability. Claim forms may be obtained from [fedex.com/us/claimsonline](http://fedex.com/us/claimsonline).

Please return the completed inspection report and required accompanying photographs within 5 business days to:

E-mail: [file.claim@fedex.com](mailto:file.claim@fedex.com) | FedEx Cargo Claims Department P.O. Box 256 Pittsburgh, PA 15230

I accept that the foregoing statement of facts is hereby certified as correct

Signature

Date Report Completed

**SUBMIT**

Rev 3/3/10



# FedEx Express and FedEx Ground Inspection Report Instructions and Frequently Asked Questions (FAQs)

Read the following FAQs for answers on the inspection process.

## How do I submit an inspection report?

Follow the four steps listed below to submit an inspection report.

### Step 1: Gather the following:

- Digital camera (with flash or good lighting)
- Tape measure
- Inspection report form
- Pen
- Access to all of the packaging and merchandise

### Step 2: Photograph the packaging and merchandise.

Note: If possible, change your camera setting to the lowest resolution to allow for faster e-mailing and downloading.

- Example of pictures is shown to the right. →

### Step 3: Complete the inspection report.

- Complete all required fields.
- Sign and date the bottom of the form.

### Step 4: E-mail or mail the completed inspection report and photographs within 5 business days to:

[file.claim@fedex.com](mailto:file.claim@fedex.com)

FedEx Cargo Claims Dept.  
P.O. Box 256  
Pittsburgh, PA 15230

## Why do I have to complete an inspection report?

As stated in the FedEx Service Guide, "FedEx reserves the right to inspect a damaged shipment. The shipper and recipient must cooperate to assist in the inspection."

An inspection report completed by you instead of a third party provides timely feedback resulting in quicker resolution.

## Who completes the inspection report?

The sender, the recipient or a third party can complete the inspection report.

## What if I have questions about the inspection report or need another copy?

Call FedEx Customer Service at 1.800.GoFedEx  
1.800.463.3339 and ask for the Cargo Claims Department.

## What should I do with the merchandise and packaging after the inspection report is submitted?

Keep the merchandise and all original packaging including contents, until the claim resolution process is concluded.

### Example of photographs needed for an inspection report:

- Top of container



- Bottom of container



- Front / right side of container



- Back / left side of container



- Inner packaging



- Inner packaging



- Inside view of container



- Close-up of damage



- Top / front / side of product



- Bottom / back / side of product

