



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

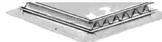
Estimated product weight (lbs.)

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

Container dimensions (to nearest 1/8") Length Width Height
 Inside dimensions Outside dimensions

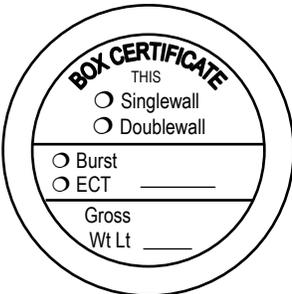
Is there a Box Certificate on the bottom of the box? Yes No

← 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

Container Details

Describe type of packaging (Select one)



Container Condition

Describe condition of package (Select at least one)

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

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.

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

E-mail: 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



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

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

