

FedEx Ground® Economy Outbound Service Claims Guidelines

FedEx Ground Economy will allow claims for packages that are lost or damaged while under FedEx custody. Claims must be filed within 90 days of physical entry into the FedEx network. FedEx Ground Economy is not a guaranteed service and therefore cannot cover claims outside of the FedEx network.

FedEx Ground Economy is responsible for the package while in the FedEx network. FedEx custody begins when the package is physically scanned at a FedEx location. FedEx custody ends when there is a delivery event that indicates the package was returned to the customer.

When a claim is filed and approved, the wholesale cost will be reimbursed up to the limit of \$100 per package plus any shipping charges that have been invoiced and paid.

Exceptions

FedEx Ground Economy will not reimburse for the following costs:

- Reshipping of damaged or lost packages
 - Leaking and/or damaged packages due to defective packaging
 - Any type of expedited services
 - Packages delivered by the USPS that are damaged
 - Fulfillment costs
 - Packages damaged on a trailer where the customer arranged transportation
 - Packages damaged due to careless or unstable loading by customer/fulfillment center
 - Spoilage on perishable packages
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Supporting Documentation Requirements

Each claim requires the following documentation to be eligible for payment:

- [FedEx Ground Economy Claim Form, OP-002Post](#), or
 - Excel spreadsheet containing:
 - FedEx Ground Economy tracking number
 - Wholesale value
 - Shipping charges
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Who May File

Only the party directly paying the shipping charges to FedEx may file a claim to recover the loss.

Questions

Please direct any questions you have regarding these guidelines to FedEx Ground Economy CustomerSupport at FGClaims@Fedex.com.

This reference is a general guideline and does not supersede any rights or responsibilities listed in contract.
