



Dear Customer:

We regret that your shipment with UPS was lost or damaged. In order to expedite the processing of a claim, please **promptly submit the required information listed below**.

Please note that if you have already submitted the required information, you may disregard this notice. If necessary, UPS will contact you for any additional information.

Documents required to support a claim:

1. **Request for Claim Payment Form:** Enter the lesser of the actual cost, replacement cost if the merchandise can be replaced, or repair cost if the merchandise can be repaired, and transportation charges.
2. **Merchandise Value:** Provide a copy of the original invoice. If the original invoice is not available, you must provide other proof, certified in writing, sufficient to identify the package contents and to substantiate the lesser of the actual cost, replacement cost, or repair cost of the merchandise.
3. **Shipping Record:** Provide a copy of the shipping record for the package.

Navigate to the Claims Dashboard using the links below to complete the Claim Payment Form online.

- Access the claim from the claims dashboard

https://www.ups.com/claims?loc=en_US

- For claims not located in your claims dashboard

https://www.ups.com/claimdocs?loc=en_US

We apologize for any inconvenience this may have caused. We strive to provide quality service and look forward to serving you in the future. If the required documents are not timely received by UPS, your claim may be denied.

UPS Customer Service



ATTN : teri landrum
PHONE : (912)963-9993

DAMAGE/LOSS NOTIFICATION

INQUIRY FROM: teri landrum
 E & E COMPANY LTD
 550 Northport Pkwy
 PORT WENTWORTH GA 31407

SHIPMENT TO:		ICE, SHANNON 2265 GLEN RIDGE DR LEWISVILLE TX 75077	
Shipper Number.....	1X780R	Pickup Date.....	12/13/22
Number of Parcels.....	1	Weight.....	48 LBS
Tracking Identification Number...	1Z1X780R0397838043	Merchandise.....	ACCENT CHAIR

WE HAVE BEEN UNABLE TO PROVIDE SATISFACTORY PROOF OF DELIVERY FOR THE ABOVE SHIPMENT. WE APOLOGIZE FOR THE INCONVENIENCE THIS CAUSES.

