



Cargo Claims
PO Box 256
Pittsburgh, PA 15230

Fax 877.229.4766

December 27, 2022

WHOLE9YARDS USA LLC
8 THE GREEN
SUITE 6624
DOVER, DE 19901,

Case #: C-92873539

Tracking/Pro #: 390883607966

Claim Amount: \$242.26

Reference/Claimant #: JLA-31741

Ship/Received Date: 12/19/2022

Hello FedEx Customer,

FedEx values your business. We have received and processed your claim request on the shipment referenced above. Unfortunately, upon completing our investigation, we must respectfully decline your claim.

According to the pictures submitted regarding your shipment, we have determined that it was not adequately prepared or packed for safe transportation. If additional pictures of the external carton, packing, and the damaged contents are available, please visit [fedex.com](https://www.fedex.com) and select "add to claim". Once we receive this documentation, we will reopen our investigation and determine if FedEx is liable for your claim.

If you have any questions, please consult our <https://www.fedex.com/en-us/customer-support/claims.html> resources for support.

We regret any inconvenience this issue has caused, and hope to be given the opportunity to better serve your future shipping needs.

Sincerely,
FedEx Cargo Claims