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

- For claims not located in your claims dashboard

[https://www.ups.com/claimdocs?loc=en\\_US](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 : Amanda Inmann  
PHONE : (912)963-9993

**DAMAGE/LOSS NOTIFICATION**

INQUIRY FROM: Amanda Inmann  
Amanda Inmann  
100 Clyde Alexander Lane  
POOLER GA 31322

SHIPMENT TO: ESPINO, DANIEL  
ESPINO, DANIEL  
501 DEER RUN  
MIAMI SPRINGS FL 33166

Shipper Number.....	<b>1X780R</b>	Pickup Date.....	<b>02/28/24</b>
Number of Parcels.....	<b>1</b>	Weight.....	<b>84 LBS</b>
Tracking Identification Number...	<b>1Z1X780R0394967294</b>		
Merchandise.....	<b>Tyler Swivel Chair*Madison Park*MP103-0706*086569082138*no replacement has been sent *please send re</b>		

WE HAVE BEEN UNABLE TO LOCATE A RECORD OF DELIVERY OR RETURN FOR THE ABOVE SHIPMENT. WE APOLOGIZE FOR THE INCONVENIENCE THIS CAUSES.



### REQUEST FOR CLAIM PAYMENT

Include the lesser of your **actual** cost of the merchandise, **replacement** cost or **repair** cost if repairable. Specify which cost you are including. For future reference, this claim is identified by **Claim Number 5371962201A**, and **Shipper Number 1X780R**.

<b>SHIPMENT TO:</b>			ESPINO, DANIEL ESPINO, DANIEL 501 DEER RUN MIAMI SPRINGS FL 33166
Shipper Number.....	<b>1X780R</b>	Pickup Date.....	<b>02/28/24</b>
Number of Parcels.....	<b>1</b>	Weight.....	<b>84 LBS</b>
Tracking Identification Number...	<b>1Z1X780R0394967294</b>		
Merchandise.....	<b>Tyler Swivel Chair*Madison Park*MP103-0706*086569082138*no replacement has been sent *please send re</b>		
Could this merchandise be replaced for your customer?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If damaged, is the merchandise repairable?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If damaged, UPS may issue a Recovery Call Tag to take possession of the merchandise.			
<b>Quantity</b>	<b>Merchandise Description</b>	<b>Specify Dollar Amount and Indicate Whether Actual, Replacement or Repair Cost</b>	
_____	_____	_____	
_____	_____	_____	
_____	_____	_____	
<b>Total Amount Requested:</b>		_____	
Please provide a contact name and telephone number in the event further communication is necessary.			
<b>CONTACT NAME:</b>		<b>PHONE:</b>	
Please provide any additional Tracking Number(s) for the above shipment:			
<b>Tracking Number(s):</b>			

Claim documentation is no longer accepted via mail or fax.  
Please upload your documentation using the links provided on page 1 to access Claims on ups.com.

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