



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

- 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 : Josh Escarcha
PHONE : (888)879-8790

DAMAGE/LOSS NOTIFICATION

INQUIRY FROM: Josh Escarcha
JLA Home
100 Clyde Alexander Lane
POOLER GA 31322

SHIPMENT TO: GALVESTON TX

| | | | |
|-----------------------------------|--------------------------------------------------------------------------------------------|------------------|-----------------|
| Shipper Number..... | 1X780R | Pickup Date..... | 09/24/24 |
| Number of Parcels..... | 1 | Weight..... | 13 LBS |
| Tracking Identification Number... | 1Z1X780R0394289357 | | |
| Merchandise..... | ELLIPSE CURVED GLASS TABLE LAMP, SET OF 2*ITEM NO. 5DS153-0019*UPC NO. 086569130433 | | |

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

