



# CHECKLIST FOR SMALL PACKAGE SHIPPING DISPUTES

No one wants to pay for incorrect charges on their final bill. That's why Unishippers made this handy checklist for dealing with small package shipping disputes. Follow these steps when reviewing your shipping invoice to ensure you don't get stuck with any unnecessary fees:

**1 UNDERSTAND THE TYPES OF DISPUTES** .....  
When can you actually dispute a charge on your shipping invoice? Disputed charges for small package shipments typically fall into two categories: rate disputes and service disputes.

**2 ENSURE YOUR DISPUTE IS VALID**  
Unexpected charges are frustrating, but they may be correct. If there was missing or incorrect information on your quote (such as the "ship to" or "bill to" fields), or if your shipment required extra handling during delivery, you could be charged with an additional fee. [Learn about the most common small package shipping fees.](#)

**3 REVIEW YOUR SHIPPING INVOICE**  
Carefully review each invoice for any unexpected rates or service fees, keeping in mind common service charges that may be valid. If you were overcharged or billed for an unnecessary service, then it's time to begin filing your dispute.

**4 GATHER DOCUMENTATION**  
Make sure you have documentation to prove your dispute is valid, such as the original invoice or spec sheets showing the package's weight and dimensions. As with all other negotiations with the carrier, the more documentation you have to prove your case, the better.

**5 FILE YOUR DISPUTE**  
Rather than waiting until a shipment is due to be paid, disputes should be filed with the carrier as soon as possible. A third-party logistics (3PL) provider can make the process hassle-free by filing the dispute for you and working with the carrier to get it resolved — typically within 4-6 weeks.

## Rate Disputes

You can dispute your shipping rate if you were overcharged for invalid fees or incorrect package dimensions and/or weight (including DIM weight).

## Service Disputes

If you experience a service failure — such as a lost or misdelivered package or late delivery on a package with a service guarantee — you may be able to get the charge waived.



## Still have questions? We can help.

Unishippers' dedicated team of shipping consultants advocate for you to ensure you don't have to pay for incorrect charges. Contact us today to get help with your small package shipping.