

YOUR ROADMAP TO SMALL PACKAGE CLAIM SUCCESS

Unfortunately, sometimes shipments get lost or arrive damaged. **These six tips can help give you the best chance at a positive resolution.**

1

Report damage immediately

Inspect the package at delivery and contact Unishippers as quickly as possible if any damage is noted.

2

Keep the packaging

Retain all of the packaging that was included in the shipment and take photographs of both the packaging and the damaged item(s).

3

Retain invoices

You will need the original invoices or purchase orders to confirm value and establish repair or replacement costs.

4

Receive & review instructions

You will receive an email from Unishippers after reporting damage. It outlines the documentation you will need to provide and instructions for uploading it.

6

Receive claim payment

Once the claim is approved, Unishippers will send you a check for the purchase or replacement cost up to the declared value.*

5

Monitor claim status

The carrier will notify you if the claim is approved or denied. If the claim is denied, you can contact Unishippers for further assistance.

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*Be aware of your carrier's maximum liability for lost or damaged packages. For high-value packages, Unishippers recommends additional shipment insurance.