



What do I need to file a claim on UPS®?

1

When can you file a claim?

When you do not receive your shipment on the promised date, and you do not have visibility in UPS tracking tools or when you receive your shipment with the contents partially or totally damaged.



2

How to file a claim?

It can be presented during **90 calendar days** following the delivery date and if it contains jewelry, **48 hours** following the delivery date.

You have two alternatives:



Visit [ups.com](https://www.ups.com)

1. Log in with your username or register.
2. Select **"File a claim"**.
3. Complete the form, it is important that you include a detailed description of the **merch and the value**.
4. Add **photographic evidence**.



- Receive a response to your claims between **5 and 14** business days*
- Consult [terms and conditions](#) to know more details of the conditions in case of claim
- Consult the Packaging Tips page on [ups.com/packaging](https://www.ups.com/packaging)



UPS Shipping Number

Merchandise description
Article
Details

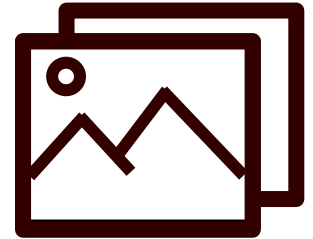
Value of the article

*Resolution times may vary depending on each case and the investigation required.



Call the UPS Customer Service Center at 800-7433-8777 (Option 5)

1. Provide your **shipping number** -18 digits.
2. Describe the **content** of the shipment.
3. Provide your email and telephone.
4. Send the **photographic evidence** to the email that the UPS advisor provides you.



3

What do I need as evidence?

- Photographic evidence (inside and outside)
- UPS Shipping Number
- If it is a damage, please keep the original packaging and content.

Include all the information and detail necessary to make the investigation process more effective.

If the claim was approved, you will need to submit:

- Authorized form
- Sender copy that is generated in the shipping system.
- Invoice and/or receipt that covers the cost of the product.
- Bank account



? Frequent Questions

How can I know the status of my claims?

The resolution will be notified by email and/or through the claims board at [ups.com](https://www.ups.com)

How long will it take to determine if the claim is processed??

For damage cases up to **5 business days** and an investigation up to **14 business days** *.



*Resolution times may vary depending on each case and the investigation required.