



HOW TO FILE A CLAIM

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+1-833-387-7396 / support@shipsaving.com

WWW.SHIPSAVING.COM

If you experience a lost package or a damaged package, you can simply file a claim to the carriers. (All carriers have default declared values of \$100 for each package, except FedEx SmartPost, UPS SurePost & USPS First Class). There are two ways to file a claim if you use the ShipSaving platform.

Using a carrier's insurance OR package has no insurance coverage:

1. Please prepare all documents required to file a claim:

Documents for Lost Claim

- Proof-of-value documentation, such as a copy of the original invoice from vendor/supplier, a copy of retail invoice/receipt, a final confirmation screen of an online order with proof of payment.

Documents for Damaged Claim:

- Proof-of-value documentation, such as a copy of the original invoice from vendor/supplier, a copy of retail invoice/receipt, a final confirmation screen of an online order with proof of payment.
- Photos of the package and damaged contents (including photos of original packing as well, could use the other ones with the same packing).
- Appraisal(s) - Expense statement

2. Please fill out the ShipSaving Claim Form and Waiver Form.

3. Please send all the required documents to claims@shipsaving.com. In the email, the subject line must include a tracking number and the company name registered on ShipSaving.

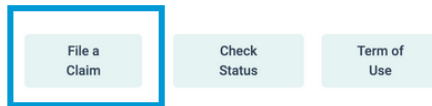
4. It usually takes one month for carriers to screen claims. If approved, we will refund your account within 3-5 business days after receiving a refund from carriers.

Using ShipSurance, a ShipSaving's third party insurance company, for package insurance:

1. Visit <https://www.shipsaving.com/en/shipsurance>
2. Click the **File a Claim** button



How Shipsurance works?



HOW THE PROGRAM WORKS

Shipsurance is a discount shipping insurance provider that is integrated into ShipSaving. The Shipsurance able to offer you the lower insurance to your shipments at a discount rate! The ShipSaving starts to offer Shipsurance services on April 26th, 2020. You can easily choose your preferred insurance type under the order summary page when you create a label. If you dig into the insurance price and claim process, please carefully read the following tutorial with us.

SHIPSURANCE COVERAGE DETAILS

Shipsurance will be used in conjunction with insurance provided by the carrier. Shipsurance will additionally insure the content of the carrier beyond the default insurance coverage. For example, if you choose Fedex home delivery, as FedEx covers \$ 100 for shipment by default, so if your shipment is insured for \$ 500, FedEx would cover the first 100 of the insured value, and Shipsurance would cover the remaining \$ 400 of the shipment.

3. Fill out all of the information that is required.
4. Once all the information has completed. Make sure all the information is filled correctly, then check the **Check Box** for certification and click **Submit Claim** button.

Certification

I hereby certify that all information on this form is accurate and truthful. The submission of a false, fictitious or fraudulent statement may result in imprisonment of up to 5 years and a fine of up to \$10,000.00 (18 USC 1001). In addition, a civil penalty of up to \$5,000.00 and an assessment of twice the amount falsely claimed may be imposed (31 USC 3802).

WARNING: Any fraudulent claims will make the shipper and/or consignee liable for any prosecution for mail fraud under federal crime code.

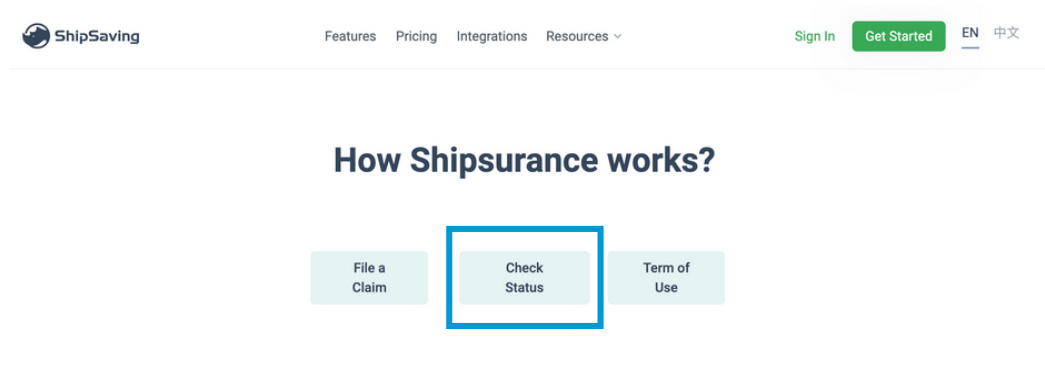
I certify the above is correct.

NO

By completing our electronic claim form and clicking the "Submit Claim" button you give your consent for Shipsurance to communicate with you regarding your shipping claim electronically via the email address provided on this claim form. If you prefer communication via postal mail, please call us at 866-852-9956 or email us as at claims@shipsurance.com to opt-out of electronic communication for this claim.

Submit Claim

5. Once a claim is submitted, you can always check your claim status by going back to <https://www.shipsaving.com/en/shipsurance>.



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*Please note that to file a lost claim, the shipper must wait 20 calendar days (domestic shipment) or 40 calendar days (international shipment) before filing with Shipsurance.

*All damaged packages and item(s) must be returned back to the shipper until a claim is completed. All packaging material and damaged goods must be kept in the original condition as received.



THANK YOU

FOR CHOOSING SHIPSAVING

Shipping & Money Saving Expert

For inquiries, please contact us

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