

# How do I file a lost, stolen, or damaged documents claim with FedEx?

When you mail us documents to be apostilled on your behalf or when we mail your documents back to you (or to whomever you want) after they've been apostilled using the prepaid FedEx return shipping label that we require from our customers on all orders. On rare occasions FedEx will lose or damage your documents during delivery, or your document delivery could get stuck or delayed at the U.S or a foreign customs (only if shipping internationally) and then you'll need to file a claim with FedEx.

You create and purchase the to and from shipping labels at a FedEx store location or online at FedEx.com, so we cannot help you in any way if FedEx loses or damages your documents in transit or your documents get stuck or delayed in customs. You must contact FedEx and/or the domestic or foreign customs department directly that has your documents.

There is absolutely nothing at all that we can or will do if this unfortunately happens to your shipment.

FedEx automatically insures your documents for loss, theft, or damage for **up to \$100** so we highly recommend if your apostille services order with us is **over the \$100 amount you should purchase the additional shipping insurance** which only costs a few dollars more on top of your total shipping costs.

For example, say you pay us \$170 to apostille two documents on your behalf, but FedEx loses or damages your documents in transit. FedEx's shipping policies state they could reimburse you for your shipment up to \$100, but you paid us \$170, so you will lose \$70. But if you pay for additional FedEx insurance (at least \$170), which is literally only a few dollars more

when you create your shipping labels, the \$170 you paid us for our rush apostille services should be reimbursed back to you by FedEx.

Make sense?

To file a FedEx claim on your lost, stolen, or damaged documents, please go here:  
**<https://www.fedex.com/en-us/customer-support/claims.html>**

You will need your **full FedEx tracking number** to start the claims process as well.

In our experience over the past 16 years of receiving and shipping tens of thousands of documents to 6 out of 7 continents in the world, **95% of the lost or damaged FedEx document deliveries are via the cheaper FedEx Ground service.** We that knowledge we strongly recommend that **you only choose the FedEx overnight or FedEx 2-day delivery options, not FedEx Ground services.**