

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

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 UPS return shipping label that we require from our customers on all orders. On rare occasions, UPS 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 UPS.

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

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

UPS automatically insures your documents for loss, theft, or damage for **up to \$100**, so we highly recommend that 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 UPS loses or damages your documents in transit. UPS'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 UPS insurance (at least \$170), which is only a few dollars more when you create

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

Make sense?

To file a UPS claim on your lost, stolen, or damaged documents, please go here:
https://www.ups.com/guestclaims/create?loc=en_US

You will need your **full UPS tracking number** to start the claims process.

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 UPS document deliveries are via the cheaper UPS Ground service.** With that knowledge, we strongly recommend that **you only choose the UPS overnight or UPS 2-day delivery options, not UPS Ground services.**