

United Airlines Logistics Support Claims Filing Guidelines

How do I file a claim?

To file a claim for lost or damaged goods, please send this completed template to the United Logistics Call Center:
united@fortigo.com

Shipment Information	
Loss: Complete or Partial?	
Carrier & Tracking Number	
Ship Date	
# of packages/weight of damage/loss	
Item number/description, and indication as to whether item is new or used	
Claimed Amount	
If damaged: description of damage to packaging/contents	
Declared Value/Merchandise Value	
Salvage Contact Information	
Salvage Phone/Fax/Email	
Damaged goods available for pickup? (y/n)	
Sender/Shipper's Name and Contact Information	
Company	
Address/City/State/Zip/Country	
Phone/Email/Fax	
Recipient/Consignee's Name and Contact Information	
Company	
Address/City/State/Zip/Country	
Phone/Email/Fax	
Claimant Information	
Claimant's name/signature (attach signature to this document)	
Address/City/State/Zip/Country	
Phone/Email/Fax	
Internal Reference Number, if applicable	
Remittance Information (if different from Claimant)	
Company Name	
Address/City/State/Zip/Country	
Phone/Email/Fax	

Please also provide the following documents along with the above template:

- Proof of Delivery Documents, as appropriate
- Proof of Value Documents, as appropriate (original invoice from vendor/supplier, retail invoice or receipt, final confirmation of online order with proof of payment, itemized repair invoice or statement of non-repair)
- Serial number(s) of merchandise, if applicable
- Inspection report, if applicable

What Next?

A United Airlines Logistics Support representative will contact you to let you know that your claim has been received and provide you with a reference number (Case number) associated with your claim, as well as obtain any other necessary information regarding the claim. Most claims are resolved within 10 to 30 business days. You can request status information at any time regarding your claim by sending an email to united@fortigo.com, and indicating your reference number in the subject of the email. Once the information has been received from the carrier, United Airlines Logistics Support will notify you as to the resolution.