



UPS Capital Insurance Agency (UPSCIA)

UPS Capital Elite™ for Vintners: Claim Filing Instructions

IMPORTANT NOTICE: Claims should be submitted immediately upon discovery of a loss or damage. In the event of damage, advise your customer to keep all packaging and take photos of damage. Please follow the instructions provided below to submit your claim with UPS Capital.

INSTRUCTIONS:

STEP 1: Gather all documents to support your claim, including:

- ◇ Commercial invoice
- ◇ Photo(s) of damage
- ◇ One of the following:
 - ◇ Proof of reshipment of identical merchandise to same consignee
 - ◇ Proof of refund to same consignee

STEP 2: Complete the attached *UPS Capital Claim Form* providing all available information.

STEP 3: Fax or email the UPS Capital Claim Form, Carrier Response, and supporting documents to:

**UPS Capital Insurance Agency
Claims UPS Capital Claims
P.O. Box 100458
Fort Worth, Texas 76185 - 0458
Fax: 1-866-459-1474
Email: upscapitalflexclaims@ups.com**



UPS Capital®

UPS Capital Elite™ for Vintners: Claim Form

Shipper Information		Consignee Information	
Company Name:		Company Name:	
Contact Name:		Contact Name:	
Phone:	() - Ext.	Phone:	() - Ext.
Fax:	() -	Fax:	() -

Claim Information	
UPSCIA Claim #:	
Shipping Date:	
Date of Loss:	
Insured Value:	\$
Nature of Loss: (details of damage or loss)	
Merchandise Description:	
Comments / Explanation:	
Included Applicable Documentation: (check off all that you have included)	<input type="checkbox"/> Commercial invoice <i>(with terms of sale)</i> <input type="checkbox"/> Photo(s) (if available) <input type="checkbox"/> Proof of refund or reshipment
Tracking #	
Total Number of Pages included in this Claim:	

All requested information is required. Claims filed without all required information will result in an inability to be processed. In addition to this cover sheet, all applicable shipping information relating to this claim must also be submitted. Please fax this form along with such documentation to 1-866-459-1474.

If you have questions, please call 1-877-225-7625 or email us at upscapitalflexclaims@ups.com.