



Please file domestic claims online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims)

# Domestic or International Claim

(Includes Inquiry for Domestic Registered Mail with No Declared Value)

What is the problem? My item is:  Lost  All Contents Damaged or Missing  Some Contents Damaged or Missing  Delayed Priority Mail Express™  
 No COD remittance received - amount to be remitted to mailer \$ \_\_\_\_\_ (non-negotiable documents - domestic only)

**Mailing Receipt/Label Number:** (Number from mailing receipt/label -- include all letters and numbers)

Case Number (International only) \_\_\_\_\_  
 COD # \_\_\_\_\_ Date of Mailing (MM/DD/YYYY) \_\_\_\_\_

**Mail Category**

<input type="checkbox"/> First-Class Mail®	<input type="checkbox"/> Priority Mail Express™	<input type="checkbox"/> Priority Mail Express COD	<input type="checkbox"/> Bound Printed Matter Parcels
<input type="checkbox"/> Priority Mail®	<input type="checkbox"/> Collect on Delivery (COD)	<input type="checkbox"/> First-Class™ Package Services	<input type="checkbox"/> Standard Mail® (bulk insurance only)
<input type="checkbox"/> Standard Post	<input type="checkbox"/> Library Mail	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Ordinary (uninsured) Parcels (International items only)
<input type="checkbox"/> Media Mail®	<input type="checkbox"/> Critical Mail®	<input type="checkbox"/> Parcel Select Lightweight® (bulk insurance only)	
<input type="checkbox"/> International Insured			

Select only one category.

Mailer Name and Address Information				Addressee Name and Address Information			
First Name	MI	Last Name		First Name	MI	Last Name	
Business Name (Use only if the mailer is a company)				Business Name (Use only if the addressee is a company)			
Address 1 (Number, Street)				Address 1 (Number, Street)			
Address 2 (Suite / Apartment Number)				Address 2 (Suite / Apartment Number)			
City				City			
State	Province (As applicable)	ZIP+4® or Postal Code		State	Province (As applicable)	ZIP+4 or Postal Code	
Urbanization (Puerto Rico only) or Country		Telephone Number (Optional) (Include Area Code)		Urbanization (Puerto Rico only) or Country		Telephone Number (Optional) (Include Area Code)	
E-mail Address (Optional)				E-mail Address (Optional)			

Description of Lost, Damaged or Missing Contents	Item Codes	01 Cash, Gift Cards/ Certificates	03 Clothing/ Home Products	05 Media, Music/ Video	07 Computers	10 Liquor/Wine	13 Firearms	15 Other	
		02 Jewelry	04 Arts/Crafts	06 Electronics	08 Collectibles	11 Animals	14 Hazardous Material	16 Event Tickets	
		Describe Contents and Select the Lost (L) or Damaged (D) box for each item listed. (List one item per line)					Item Code (See list above)	Purchase Date (MM/DD/YYYY)	Value or Repair Cost \$
List one item per line.	1						L <input type="checkbox"/> D <input type="checkbox"/>		
Add extra pages as needed.	2						L <input type="checkbox"/> D <input type="checkbox"/>		
	3						L <input type="checkbox"/> D <input type="checkbox"/>		
<b>Total Amount Claimed for Items Listed Above (Do not include postage or fees.)</b>								<b>\$</b>	

**Fees Paid** Postage \$ Insurance \$ Registered \$ COD \$ Other \$

**Weight** Total weight of shipment lb. oz. (International items only)

**Payment**  Pay the Mailer  Pay the Addressee (In some cases, payment may be limited to the mailer or to the addressee)

**Supporting Documents** Read "WHAT YOU NEED" on page 2 for required attachments.  
 Did you attach a copy of your proof of value and/or estimate of repair for the items listed above?  Yes  No  
 Did you attach your original mailing receipt?  Yes  No

**Certification** Please sign, date, and enter your telephone number (optional) (include Area Code or Country Code as appropriate).  
 I certify that all information furnished on this form is accurate, truthful, and complete, and that I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Customer Submitting Claim:  Mailer  Addressee

Signature of U.S. Customer Filing the Claim \_\_\_\_\_ Date Signed (MM/DD/YYYY) \_\_\_\_\_ Telephone Number (Optional) (Include Area Code) \_\_\_\_\_

**Domestic Claims:****Instructions – How to File a Domestic or International Claim or Inquiry for Domestic Registered Mail with No Declared Value**

- For faster service, please file your domestic claim online at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). If you are unable to file online, you may submit this form to: USPS Domestic Claims, PO Box 80143, St. Louis, MO 63180-0143.
- Damaged/Missing Contents: Retain the mailing container, including wrapping, packaging, and any contents that were received, and upon written request, you must make them available to the local Post Office™ for inspection, retention, and disposition in accordance with the claims decision.
- For more information about domestic claims, go to our Web site at [www.usps.com/domestic-claims](http://www.usps.com/domestic-claims). Please retain copies of all documents mailed to St. Louis.

**Domestic Registered Mail™ with No Declared Value Inquiry:** Please complete this form and take it to your local Post Office™ for processing.

**International Claims:**

- You must initiate an inquiry before filing a claim unless you are in the possession of a mailing with damaged or missing contents. You may initiate an inquiry by calling our International Inquiry Center at 1-800-222-1811.
- If you are in possession of a mailing with damaged or missing contents (except an item from Canada), complete this form and present it and the damaged item(s), container, wrapping, packaging and any other contents received to a Post Office immediately. They will assist you in completing the claim.
- If you are in possession of a mailing with damaged or missing contents mailed in Canada, contact the Canadian sender and instruct them to file the claim.
- International claims may be payable to the mailer only or only to the addressee (varies by country). For more information about international inquiries and claims, see the Mailing Standards of the United States Postal Service, International Mail Manual at <http://pe.usps.com> or go to our Web site at [www.usps.com/international-claims](http://www.usps.com/international-claims).

**WHAT YOU NEED:**

- Your original mailing receipt** for Insured, COD, Registered Mail™, Priority Mail International®, or Priority Mail Express™ service must be retained until the claim is resolved. Commercial customers will need the electronic manifest or hard copy PS Form 3877. Please retain a copy for your records.
  - Proof of value**, such as a sales receipt (if applicable), invoice or bill of sale, or statement of costs for reconstruction of Priority Mail Express service documents. For online transactions, a copy of the canceled check, money order, credit card billing statement and the itemized email receipt or a final and itemized transaction receipt. If paid through an Internet account, an itemized transaction sheet indicating the amount deducted and the details of the transaction, including names, date, item(s) description, etc. Proof of value may be provided by either the mailer or addressee. Please retain a copy for your records.
  - Claims for damaged or missing contents:**
    - See respective Domestic Claims and International Claim sections above.
    - Attach an estimate of repair costs from a reputable dealer for items to be repaired.
- NOTE:** If you are the addressee, do not return or remain any damaged items.

**Time Limits for Filing Claims and Inquiries**

**Important:** Read this information about time limits *before* filing a claim or inquiry.

**Damaged or Missing Contents** is defined as any mailing that has been received but some or all of the contents are damaged or missing. A **Lost Article** is defined as any mailing that has not been received and has not been returned to the sender.

Damaged or Missing Contents	Domestic Services	International Services	
	You should file all claims for <b>damaged or missing contents immediately</b> , but you must file no later than 60 days from the date of mailing.	You must file all claims for <b>damaged or missing contents immediately</b> .	
Lost Articles	Types of Service	When to File (from mailing date)	
		No Sooner Than	No Later Than
	<b>DOMESTIC SERVICES</b>		
	Insured Mail, includes Priority Mail®	21 Days	180 Days
	COD	45 Days	180 Days
	Registered Mail™	15 Days	180 Days
	Registered Mail COD	45 Days	180 Days
	Priority Mail Express™	7 Days	90 Days
	Priority Mail Express COD	45 Days	90 Days
	APO/FPO Insured First-Class Mail®, space available (SAM), or parcel airlift (PAL)	45 Days	1 Year
	APO/FPO Insured (Surface Mail)	75 Days	1 Year
	<b>INTERNATIONAL SERVICES</b>		
	Global Express Guaranteed®	3 Days <sup>1</sup>	30 Days
	Priority Mail Express International	3 Days <sup>2</sup>	90 Days
Priority Mail Express International with guarantee	3 Days <sup>1</sup>	30 Days <sup>3</sup>	
Registered Mail and Priority Mail® International parcels	7 Days	6 Months	

<sup>1</sup>No sooner than 3 days or the guaranteed date of delivery

<sup>2</sup>No sooner than 3 days or the estimated date of delivery

<sup>3</sup>30 days to submit an inquiry for delayed delivery; 90 days to submit an inquiry for lost articles, damage or missing contents

**If you need more information, go to our website at [www.usps.com](http://www.usps.com). To check the status of your claim, call toll free 1-866-974-2733.**

**Privacy Act Statement:** Your information will be used to respond to inquiries related to domestic or international claims or Registered Mail inquiries. Collection is authorized by 39 U.S.C. 401, 403, 404, 407, 411; and 31 U.S.C. 7701. Providing the information is voluntary, but if not provided, we may not process your request. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; and to contractors and other entities aiding us to fulfill the service (service providers). For more information regarding our privacy policies visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).