

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

When you mail us documents to apostille on your behalf or when we mail your documents back to you after they've been apostilled using the prepaid return shipping label that you must provide us. Sometimes UPS will lose or damage your documents in transit and then you'll need to file a claim with UPS.

You create and buy the to and from shipping labels from UPS so we cannot help you in any way if UPS loses or damages your documents in transit. You must contact UPS directly.

UPS 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 **buy 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 but UPS loses or damages your return documents. UPS will reimburse you 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 go here: **https://www.ups.com/guestclaims/create?loc=en_US**

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

In our experience over the past 16 years of receiving and shipping tens of thousands of documents to 6 out of 7 continents worldwide 95% of the lost or damaged UPS document deliveries are via the cheaper UPS Ground service. We strongly recommend using UPS overnight or 2-day delivery services, not UPS Ground services.