

Domestic Indemnity Claims – Customer Quick Reference Guide

Despite our best efforts, mail is occasionally damaged or lost. If this happens to your article, the following information will help you file a claim.

Who May File a Claim:

For Damage or Loss of Contents: Mailer or addressee. *Note:* If the mailer initiates the claim, the addressee should retain the article for inspection by the local Post Office™ and should *not* return it to the mailer.

For a Complete Loss:

- Unnumbered Insured article — Mailer only.
- Numbered article — Mailer or addressee, whoever is in possession of the original mailing receipt or the original sales receipt.

When to File a Claim:

For Damage or Loss of Contents: File immediately, but no later than 60 days from the date of mailing.

For a Complete Loss: File within the time limits in the chart below.

Type of Service	Earliest Filing Date*	Latest Filing Date*
Insured Mail	21 days	180 days
Collect on Delivery (COD)	45 days	180 days
Registered Mail™	15 days	180 days
Registered COD	45 days	180 days
Express Mail®	7 days	90 days
Express Mail COD	45 days	90 days
APO/FPO Insured (First-Class Mail®, space available mail (SAM), parcel airlift (PAL), or COD)	45 days	180 days
APO/FPO Insured (Surface Mail)	75 days	180 days

*Number of Days After Date of Mailing

Where to File a Claim: File at any Post Office.

What Is Required to File a Claim:

1. **Evidence of Insurance:** The original mailing or sales receipt from the Postal Service™ showing the insurance amount. Reproduced copies are not acceptable. *Note:* Mailing receipts for Insured Mail, Registered Mail, and COD articles must contain a Postal Service postmark.
2. **Evidence of Value:** At least one of the following: a sales receipt, an invoice or bill of sale, a cost statement for replacing Express Mail Service documents, a copy of the front and back of the canceled check, a copy of the money order receipt, a copy of the credit card billing statement, or a final or complete transaction sheet indicating the amount deducted from an Internet account.
3. **Proof of Damage and/or Partial or Complete Loss of Contents:** The article and mailing container. Include the wrapping, packaging, and any contents that were received. For damage, provide an estimate of repair.
4. **Proof of Complete Loss of Article (for Unnumbered Insured Mail Only):** A document bearing the addressee's signature and stating that the addressee did not receive the article. The document must be dated and filed in accordance with the chart on page 1.
5. **Official Claim Form:** PS Form 1000, *Domestic Claim or Registered Mail™ Inquiry*, with Section A completed by the customer. Copies of PS Form 1000 are available from any Post Office and also from the Postal Service Web site at www.usps.com; click on *Find a Form*, then *All Online PDF Forms in Numeric Order*, and then *PS Form 1000*.

**For complete claim information, visit the Postal Service Web site at www.usps.com;
click on *All Products & Services*, then *C*, and then *Claims*.**