

For passenger issues (including refunds or baggage loss)
contact: Customer.Relations@AA.com

Complete mailing address must be provided.
Please type or print legibly.

To:

American Airlines Cargo
Attention: Cargo Claims Department
P.O. Box 619616
DFW Airport, Texas 75261-9616 USA
Phone: 817-967-2876
Fax: 817-967-2406
Email: Cargo.Claims.Administration@AA.com

From:

Claimant Name: _____
Contact: _____
Address: _____
City/State/Zip: _____
Country/Postal Code: _____
Phone: _____
Fax: _____
Email: _____

COMPLETE THIS SECTION REGARDING THE AFFECTED PIECES:

Air Waybill Number: _____ Air Waybill Date: _____

In connection with the shipment described herein, this claim for \$ _____ is made against American Airlines Cargo for the following reason(s):

☐ Damage ☐ Shortage ☐ Spoilage ☐ Delay ☐ Pilferage ☐ Overcharge

List the number and description of affected pieces, nature and extent of loss or damage, invoice price of articles, amount of claim, etc. All **discounts** and **allowances** must be shown.

| # of Pieces | Weight lbs/kgs | Description | Invoice Cost |
|----------------------|--|-------------|--------------|
| | <input type="radio"/> lbs <input type="radio"/> kgs | | |
| | <input type="radio"/> lbs <input type="radio"/> kgs | | |
| | <input type="radio"/> lbs <input type="radio"/> kgs | | |
| | <input type="radio"/> lbs <input type="radio"/> kgs | | |
| Total Amount Claimed | | | \$ |

DETAILED STATEMENT:

INDICATE WHICH DOCUMENTS ARE BEING SUBMITTED IN SUPPORT OF THIS CLAIM:

- | | |
|---|--|
| <input type="radio"/> Original invoice, or certified copy | <input type="radio"/> Copy of air waybill, house air waybill or delivery receipt |
| <input type="radio"/> Inspection report | <input type="radio"/> Copy of repair bill or estimate |
| <input type="radio"/> Photos of damaged goods | <input type="radio"/> Steps taken to mitigate damages and salvage value |
| | <input type="radio"/> Current location of the damaged goods |

Please fax, email or mail this form, along with supporting documents, to the above address. Cargo Claims Administration will acknowledge your claim within 15 business days of the receipt of your correspondence. If further investigation is required, please allow 30 – 60 days for the final resolution of the claim.

INSTRUCTIONS FOR COMPLETION OF CLAIM

Please include the following, if applicable, when sending in your claim. The more information provided, the more quickly your claim will be settled.

| | |
|---|--|
| AIR WAYBILL NUMBER | The eight or eleven digit number assigned to the shipment. |
| CLAIMED AMOUNT | List the damaged or missing merchandise by item and quantity and provide the amount of requested compensation. Tell us exactly what was damaged and how the claimed amount was calculated. List how many pounds/kilograms or the exact number of cartons that were damaged. |
| FREIGHT CHARGES | In most cases, the freight charges must be paid before a claim is finalized. |
| INSPECTION REPORT | If damage was noted at destination, American Airlines Cargo personnel should have been requested to prepare this report. If an inspection was not done, please state "Inspection Report not completed" on your Claim Form. An inspection report completed by an independent surveyor may also be included. |
| INVOICE | Provide the original vendor's invoice for the damaged merchandise in question. This will indicate the value of the goods claimed. Please advise if original vendor invoices are not available. |
| MASTER AIRBILL | This is the form used by American Airlines (or another airline) to document the shipment of cargo and related information. The eight or eleven digit air waybill number is in the upper and lower hand corner of this document. |
| PACKING LIST | A document that lists the quantity and weight of the items in each box. For personal effects shipments, the value of each item should also be listed. |
| REPAIR OR PARTS REPLACEMENT BILL | If the damaged goods were repairable, provide the receipt for repair. |
| SALVAGE VALUE | It is the shipper/consignee's responsibility to minimize the overall loss by salvaging the goods. Explain what was done with the damaged shipment. For example, advise if it was thrown away, repaired, or sold for a discount price. Include the dollar amount recovered. |

FREIGHT FORWARDERS AND INSURANCE COMPANIES

In addition to the above, please include:

| | |
|----------------------------|--|
| HOUSE AIR WAYBILL | Delivery record copy. |
| SETTLEMENT DRAFT | Proof of payment to the ultimate consignee. |
| SUBROGATION RECEIPT | Statement from payee authorizing you to act on behalf of shipper or consignee. |

Please refer to AACargo.com for additional information, including rules, time limits, conditions of contract, etc.