InsureShield® Shipping Protection
by UPS Capital Canada Insurance Brokers, Limited

PARTNER CUSTOMERS

CLAIM DOCUMENTS

Guidance for Submitting Claims

Reference this guide when submitting claims documents. Beyond the basic required documents, additional documents may be requested at the adjuster's discretion. As a best practice, submit all the documentation available to you.

REQUIRED FOR ALL CLAIMS

Basic Documents

- **Merchandise Invoice,** Purchase order, or Bill of Sale/Quote
- **Shipping Invoice**

Additional documents that may be requested at the adjuster's discretion, depending on the type of claim and shipment:

Damaged Shipment Claims

- **Photos of the Packaging (including the shipping label)**
  The photos should clearly show the damage
- **Repair or Value Information (if applicable) Including:**
  - Salvage value or
  - A third-party repair estimate

  Note: If photos are unavailable, a refund or replacement invoice must be provided instead

Lost Shipment Claims

- **Courier Confirmation**
  - Confirmation of loss from shipping company (if the shipment was not sent via UPS)
  - If there is no Shipping Confirmation, a refund invoice is required

Stolen Shipment Claims

- **Written Statement of Non-receipt**
  from consignee, or the tracking information from a website

PHOTOGRAPHY

Photos should clearly capture the damage to goods, the packing materials and the packaging.

Bad Examples

These pictures alone would not suffice. The adjuster needs to be able to clearly see the damaged item and the damage that occurred to the package.





Good Examples

These pictures together would suffice. We can see the damaged item and the damage that occurred to the package. If you can provide pictures of all sides of the package, that is preferred.





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If you would like us to let you know when we are licensed in your province, then send us an email via insureshieldca@ups.com, and we will get back to you.

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