

Loss or Damage Claim Form

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Air Waybill #: _____ Air Waybill Date: _____ Date of Pickup: _____

Shipper: _____ Phone: _____

Address: _____

Consignee: _____ Phone: _____

Address: _____

Contents: _____ Weight: _____

Origin: _____ Destination: _____

No. Pieces Shipped: _____ No. Pieces Received: _____

(please check applicable boxes)

Visual Damage Lost Concealed Damage

Were Photos taken? Yes No

Was the product salvageable? Yes No

If loss or damage was reported, provide name and location it was reported to.

Name: _____ Location: _____

Please provide a detailed statement indicating how the claim amount was determined (number and description of articles, nature and extent of loss/damage, invoice price of articles, amount of claim, etc.)

Total amount of claim: _____

Claimant's Information

Company Name: _____ E-mail address: _____

Contact Name: _____ Phone: _____

Claimant's Signature: _____ Date: _____

To file a claim, send:

- Completed form
- Original invoice for goods
- Invoice for repairs
- Copy of air waybill
- Photographs (optional)

Please submit claims to:

Southwest Airlines Co.
Cargo Customer Care Center
Cargo.Claims@wnco.com

For questions or inquiries, please contact our Cargo Customer Care at (800) 533-1222. Hours of operation M-F 6:30am-8:00pm central time and S-S 8:00am-5:00pm central time.