

Lost, Stolen or Damaged Shipments

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Free On Board (FOB) Shipments

All orders are shipped Free On Board (FOB) Origin from Aurora, Colorado, USA. That means product ownership and risk of loss passes to you (the customer) as soon as it is loaded onto a delivery vehicle at our facility. Univair is not responsible for replacing or refunding lost, damaged, or stolen shipments. However, we can handle the claims process for you depending on which carrier was used.

Stolen Packages

It is your responsibility to be present when your order is delivered, and to secure the packages and their contents to prevent theft. If you cannot find your package after the tracking number shows it was delivered, and you have exhausted all efforts to find it, you will need to contact your local police department to file a theft report. Univair cannot do this for you. **Univair is not responsible for replacing or refunding any stolen items once the tracking number shows the package has been delivered.**

Lost Packages

A lost package is defined as one that has never been delivered after a reasonable amount of time has passed. The tracking number usually shows the package was picked up at Univair by the carrier, but never shows any updates after that. At the time this article was published, FedEx, UPS and the U.S. Postal Service all require claims for lost packages to be made within 60 calendar days of the shipment date for U.S. shipments. Deadlines for international shipments may be different, so be sure to check the carrier's website for their exact deadline to file a claim.

Damaged Packages

If a shipment is damaged during transit, a claim will need to be made with the carrier. **If you want Univair to handle the claims process, you must notify us within 5 business days of the shipment date. We will not handle the claims process if you miss our 5-day window, however, you can still file your own claim with the carrier up to their deadline.** At the time this article was published, FedEx, UPS and the U.S. Postal Service all require claims to be made

within 60 calendar days of the shipment date for U.S. shipments. Carrier deadlines for international shipments may be shorter, so be sure to check the carrier's website for their exact deadline. Freight companies' deadlines can vary, but it is wise to start the claims process as soon as possible. Failure to file a claim by the freight company's deadline will result in your claim being denied.

Filing a Claim

The process for filing a claim with the different carriers is as follows:

If the order is shipped via:	Who files the claim?
UPS or FedEx	<p>DELIVERED BUT DAMAGED: Contact Univair within 5 business days of the delivery date we will handle the claims process for you. After the 5-day window, you will have to file the claim yourself.</p> <p>LOST (NEVER DELIVERED): The deadline for lost packages is 60 calendar days from the shipment date.* Contact Univair within this time frame and we will handle the claims process for you.</p>
United States Postal Service (USPS)	<p>The customer must file their own claims with the post office for damaged or lost packages. Visit their website for information on starting the claims process. Deadline is 60 calendar days from shipping date.*</p>
Truck, air, or ocean freight	<p>DELIVERED BUT DAMAGED: All damage must be documented on the Bill of Lading and photographed at the time of delivery. Contact Univair within 5 business days of the delivery date we will handle the claims process for you. After the 5-day window, you will have to file the claim yourself.</p> <p>LOST (NEVER DELIVERED): As the consignee, you must file the claim with the freight company. Contact the carrier as soon as possible, as there are strict time limits for reporting.</p>

**Deadlines shown are for U.S. deliveries only; deadlines for international shipments can be much shorter. See the carrier's website for details on international shipments.*

Additional Notes About FedEx and UPS Deliveries

- **SIGNATURE:** We do not require a signature for FedEx and UPS shipments, however we recommend that you be present at time of delivery to inspect your packages for damage and to prevent theft.
- **PHOTOS OF DAMAGE:** Univair, FedEx, UPS and U.S. Postal Service all require photos of the damage to process a claim. Photos must clearly show any damage to the outer packaging (box, tube, envelope, etc.) as well as the part(s). Please take separate photos of the packaging and parts, making sure the pictures are well lit and in

focus. Submitting several photos from different angles is also helpful. Providing photographic evidence helps verify damage and speeds up the claims process.

Additional Notes About Freight Deliveries

★ **IMPORTANT: Inspect both the outer packaging and the contents for damage BEFORE ACCEPTING DELIVERY.**

Univair is not responsible for replacing or refunding parts damaged by the freight company. ★

- **SIGNATURE REQUIRED:** All freight companies require a signature before the shipment is released. You or your representative must be present to accept delivery.
- **INSPECT YOUR ORDER CAREFULLY:** Once you sign for the delivery, you are accepting the shipment AS IS and take full responsibility for any damage that occurred during transport. If you accept the shipment without documenting any damage and later file a claim, the freight company will deny your claim.
- **MINOR DAMAGE:** If you notice minor damage to the packaging and/or product(s) and want to accept the delivery as is, make a note of all damage (crate, packaging, parts) on the Bill of Lading and take pictures before signing the form.
- **SEVERE DAMAGE:** If a product is severely damaged you can refuse delivery and the shipment will be returned to Univair. Once we receive the item(s), we will contact you regarding a refund or replacement.
- **PHOTOS OF DAMAGE:** Both Univair and the freight company require photos of the damage to process a claim. Photos must clearly show any damage to the outer packaging (crate, box, etc.) as well as the part(s). Please take separate photos of the packaging and parts, making sure the pictures are well lit and in focus. Submitting several photos from different angles is also helpful. Providing photographic evidence helps verify damage and speeds up the claims process.
- **UNIVAIR RETURNS/REFUNDS:** If you sign the Bill of Lading without documenting any damage, then the parts are not eligible for a return or refund. Univair does not refund shipping fees or crate fees for any reason. See our [Returns & Refunds Policy](#) for more details.