

Instructions to Initiate an Inquiry

Item Sent to a Foreign Country

To report the loss, damage, or missing contents of an item sent to a foreign country, **please call our International Inquiry Center at 800-222-1811**. You will be asked to provide the relevant information regarding the item, including but not limited to the following:

1. Item number appearing under the barcode.
2. Names, addresses, and telephone numbers of the mailer and addressee.
3. Date of mailing.

The International Inquiry Center will correspond with the respective post in the foreign country. Upon determination that a claim for the item should be

initiated, we will provide you with a claim packet, which includes instructions on how to complete and submit the claim.

Before initiating an inquiry on an item mailed to a foreign country, allow sufficient time for delivery of the mailpiece in the foreign country. Use the information in the table below to initiate inquiries.

Item Received From a Foreign Country

If you receive an item that was sent from a foreign country (except Canada) and that is in damaged condition or has some or all of its contents missing, take it to any Post Office™ immediately for inspection. You must present the item, mailing container, wrapping, packaging, and any other contents received. The Post Office will verify damage and have you complete PS Form 1000, *Domestic or International Claim*. If you receive from Canada an item that is in damaged condition or has some or all of its contents missing, instruct the Canadian sender to file a claim.

Product or Extra Service	Who	When to Initiate Inquiry (from mailing date)	
		No Sooner Than	No Later Than
Global Express Guaranteed®	U.S. Sender Only	3 days ¹	30 days
Express Mail International®	U.S. Sender Only	3 days ²	90 days
Express Mail International with Guarantee	U.S. Sender Only	3 days ¹	30 days ³
Priority Mail International™ ⁴	Sender or Addressee	7 days	6 months
Registered Mail Service	Sender or Addressee	7 days	6 months

¹ No sooner than 3 days or the guaranteed delivery date.

² No sooner than 3 days or the estimated delivery day.

³ 30 days to submit an inquiry for delayed delivery; 90 days to submit an inquiry for the loss, damage, or missing contents of an item.

⁴ The Postal Service accepts inquiries for Priority Mail International flat-rate envelopes and small flat-rate boxes only if the sender had purchased registered service.

