



November 22, 2016

ATTN: MARK QIAN
MARKSMAN RSC
2828 E KEMPER RD

CINCINNATI, OH 45241

Case # 1114661439
Tracking/Barcode Label # 783752495389
Reference/Claimant #
Amount: \$855.29 USA
Ship Date/Received Date 11/15/2016

Dear FedEx Customer,

Thank you for selecting FedEx as your shipping provider. We received your recent inquiry regarding the claim for the shipment referenced above, and after further investigation, we are unable to honor your claim.

Your claim was previously declined due to Signature Option Not Requested. After carefully reviewing the documentation and the shipping records a second time, we must respectfully maintain our previous decision.

If you have general questions about FedEx shipping in the future, consult our helpful resources:

- fedex.com/us/guidetoservices for downloadable service information and shipping support.
- fedex.com/us/claimsonline for claims submissions, management, status and reporting.
- fedex.com/packaging for packing tips and access to package testing and design services.
- fedex.com for 24-hour online support; or call 1.800.GoFedEx 1.800.463.3339.

We hope you understand our position on your claim. At FedEx, we truly care about meeting your transportation needs, and hope we will be given an opportunity to serve your shipping needs in the future.

Sincerely,

FedEx Cargo Claims