XPO

Overcharge Claim Process

At XPO, we aim to deliver best-in-class LTL service with accurate invoicing for every shipment. If you believe you have experienced an overcharge, duplicate invoice or overcollection, we have a dedicated team standing by to support. Please submit a claim following the instructions below and our team is glad to assist.

Required Documentation
Make sure you have the following documents before filing an overcharge claim:

- Copies of each invoice
- Copies of the original bill of lading, delivery receipt, packing slips or other pertinent documentation
- If the claim is related to a pricing agreement or tariff, copies of those documents must also be provided

To File a Claim
Overcharge claims must be filed within 180 days of the receipt of the original invoice.

1. Once you have collected the required documents outlined above, download and complete the Overcharge Claim Form.
2. Email the Overcharge Claim form as an attachment to overcharge.LTL@xpo.com.
3. Your request will be reviewed by our Overcharge Claims team. If additional information is needed, they will send that request via email.
4. Once all documents are gathered and reviewed, you will receive an acknowledgement message within 30 days of submission. It will contain a claim number as well as your own reference number, if applicable.
5. The Overcharge Claims team will either pay or decline the claim within 60 days of this acknowledgement email.
6. If approved, our Cash Applications team will provide you with a refund or additional information.

Note: To receive status updates or file a rebuttal to a rejected overcharge claim, you may email overcharge.LTL@xpo.com.

Overcharge Claims
What to Know

- The invoice must be paid before an overcharge claim can be filed.

- Failure to provide required documentation will result in the claim being rejected and sent back for additional information.

- Claims received beyond the 180-day statute of limitation will not be processed.

- For more information, please see Item 23 in our rules tariff.