

Stolen Packages: Does The UPS Refund Policy Apply?

Posted in [Shipping Refund Info](#), [UPS Guarantee](#) and tagged [UPS refund policy](#) on August 18, 2011

In a better version of this world, UPS would indiscriminately offer refunds on packages that were stolen en route to their location, or already delivered but never received. However, for several reasons, this is not the case, and more often than not, being granted refunds (partial or full) for stolen items will not happen. The **UPS refund policy** does state what is to be done in the event of a stolen package, and that extensive procedure grants very little in the way of allowing a refund to the customer. Because of the likelihood of fraud, it is difficult to receive refunds of this kind.

If a package never reaches its buyer and it is presumed stolen, the buyer should call UPS and file a claim. In several days the initial shipper will gather the necessary information and determine if a refund is due. When one is issued, it will be mailed to the buyer for the sum of the lost or stolen product. In most cases though, the shipping costs will not be refunded even if the product is. Infrequently, if the loss is deemed to be UPS's fault, an entire refund will be issued.

Customers who lose a package due to theft (or presumed theft) do have several options to seek compensation outside of the traditional chain. Contacting the provider of the product has been successful for some customers. When a supplier will not issue a refund, they may be willing to file a loss

report with UPS that will bear more weight than the buyer's did. Have the supplier call UPS to initiate a loss report. Still, some customers would rather avoid the entire debate.

If a buyer wishes to pay extra for guaranteed delivery, he or she can set the package to ship with a mandatory signature, but this may be cumbersome to the receiver and may not be feasible for people with busy schedules. Many customers simply choose to accept the risks of shipping without guarantee, and those who want an in between may insure a package (best applied for expensive parcels). Stolen packages are simply a nuisance that the **UPS refund policy** does not cover well.

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