

Lost or Damaged CLAIM FORM

1. Write clearly in BLOCK CAPITALS
2. All sections MUST be completed or we are unable to process your claim.
3. Claims must be received within 30 days of posting

Instructions

Customer Claim:

Are you the Sender Recipient 3rd Party

Date Parcel sent Location

Parcel Number

Was it TRACKED or UNTRACKED **Please tick**

Guidance Notes:

1. Only one parcel per claim form will be accepted.
2. Your parcel number will be found on your receipt
3. Your receipt will also show date and if the service selected was Tracked or Untracked
4. Please indicate any/all of the claim types that apply
5. Before claiming please refer to our website www.parcels2post.com for any items excluded from compensation.
6. For damaged or missing contents claims, the contents and both internal and external packaging must be available until the claim is resolved.
7. We can only handle claims from the original SENDER of the parcel

Claim Type:

Loss Disputed Delivery

Damage Missing Contents

If Damaged or Missing contents, please indicate where goods & packaging can be inspected Sender Recipient
Please tick

Senders Details:

Name

Address

Postcode

Telephone

Email

Recipients Details:

Name

Address

Postcode

Telephone

Email

Lost or Damaged CLAIM FORM

Claim Details:

Description of Packaging

Description of Contents

No. Items Value

1. £

2. £

3. £

4. £

TOTAL £

Online Auction Reference

Claim value must be for the cost price replacement or estimated cost of repair. Depreciation of value for wear & tear and the age of the item will be taken into account.

Value of Claim £

Postage Paid £

Guidance Notes:

Please provide a full description of packaging used internally and externally for items sent. This MUST be provided for all claims for damage.

Please give an accurate description including make/model/colour/size/weight and any distinctive features on the packaging.

Value of claims excludes any VAT and profit margin for business senders. If the contents were sold on an auction website the winning bid amount must be entered as the value of your claim.

Please ensure you have checked the due delivery date for the service used & take into account any non-working days.

If an estimate for repair has been gained please include a copy.

- Please post or email your Parcels2Post Claims Form with a copy of your original receipt and cost invoices to: **Parcels2Post, Unit 4, Gatehouse Close, Aylesbury Bucks HP19 8DE**
Customerservice@parcels2post.com
- General enquiries and further information can be found on our website www.parcels2post.com
- For Loss or Damage, evidence of value MUST be included with your claim for it to be processed
- Your claim must be signed and dated below or we will be unable to process your claim

Declaration:

I/We confirm that all the above statements are true and I/We the claimants are legally entitled to payment of any claim for the lost, damaged or delayed items in accordance with the Terms & Conditions under which the item(s) were sent. I/We also undertake to advise the Parcels2Post Claims Centre immediately if any of the items on the Claims Form are subsequently traced and will reimburse Parcels2Post any monies paid in compensation for those items,

NAME (please print)

Telephone No.

Signature

Date