



Lost or damaged international mail - claims form

Please complete this form in BLOCK capitals only.

Please note:

We cannot accept your claim before 25 days or after 6 months from the date of posting.

Contact details

Your Ref.

Sender's name and address details

Title First name

Surname

Company name (if applicable)

Vat Reg number (if applicable)

Address

Postcode Country

Home phone number

Work phone number

Mobile phone number

E-mail address

Recipient's name and address details

Title First name

Surname

Company name (if applicable)

Address

Postcode Country

Home phone number

Work phone number

Mobile phone number

Please complete all address details in English

Are you the sender recipient other of the item?
If you are not the sender or the recipient, please say why you are completing this form. Please include a contact phone number.

Please continue on a separate sheet if necessary.

Tel.

What service was used?

Airmail Surface mail

International Signed For™ Airsure®

Tracking ref. no.

Please explain the nature of the problem. My item is...
(Tick the boxes which apply to your claim.)

Lost eBay claim

Damaged Other (please specify)

Item Delivered, some/all contents missing

You can claim the actual cost of the item to you ie what it cost you to acquire, purchase or manufacture the item (or repair in the case of damage) up to a maximum of the market value or the compensation payable for the service used whichever is the lower.

If you wish to make a claim for compensation we will require both evidence of posting and evidence of the cost to you such as original receipts, invoices, Paypal records, manufacturing costs, auctioneers valuation and repair costs in the case of damage claims. If your item is damaged you must retain the item and packaging as we may ask to see them, your claim may be refused if the item and packaging are not available for inspection.

What is the value of your item? £ : p

Posting details

Date of posting / /

Was the item collected or posted at a Post Office

From where was the item posted? (give location)

Type of item posted Letter Packet Postage paid

£ : p

Date item was delivered (if applicable) / /

Item description

Please use the space below to describe the item including its size, shape, wrapping and contents. The description you give may help us trace the item. Please be as detailed as possible. For example, give the type, brand or title of the item as well as describing its appearance. If necessary, please continue description on a separate sheet. If claiming more than one item, indicate the cost of each item separately.

	Cost

About your claim

Only the sender can make a claim

Please confirm you are the sender of the item:

Signature

Date

eBay claims

Must be accompanied with PayPal statement or bank/credit card statement for the item and the item site sale page. We also require the auction page including item number. Please make sure that you have included your e-mail address.

Evidence of Posting

A Certificate of Posting must be obtained for International Signed For™ and Airsure® at the time of posting. For all other postings a Post Office® till receipt can be obtained. Business customers can also produce a copy of your company's International Despatch book.

You can either hand this form in at any Post Office branch or send it to us free of charge to: **Royal Mail International Team, PO Box 740, STOKE ON TRENT, ST1 5XZ GREAT BRITAIN**

Before you sign, date and send this form, please check...

- If you are claiming for a lost item, is it 25 working days since the item was posted? This is the minimum time needed to complete the full international delivery process and includes the time taken for items to return to the UK in the event of non-delivery abroad.
- Is it less than 6 months since the item was posted?
- Have you attached your original certificate or proof of posting? **We cannot accept copies.**
- Have you attached your proof of value for the missing or damaged item?

- Have you attached any other information/paperwork you think is necessary?
- Have you kept a copy of all documentation you are sending?

Make sure you are not claiming for prohibited items. It is your responsibility to check that items sent are not prohibited. Call 08457 740740 if you are unsure. Please note: If a packet contains a mixture of prohibited and non prohibited items, no compensation will be offered.

Declaration

I understand that a false claim for compensation could result in criminal prosecution. I declare that, to the best of my knowledge, the information I have given on this form is correct and truthful.

Date

Please note: As part of our enquiries into this matter your name and address may be disclosed to the recipient.

I also undertake to advise Royal Mail Group plc immediately if any lost items are subsequently traced and refund Royal Mail Group plc any monies paid in compensation for these items.

Signature

To help you...

Royal Mail can arrange for a Large Print version of this form to be sent to you. To obtain a free copy, or if you need any help at any time, please call Customer Services on **08457 740 740**

If you are deaf or hard of hearing, we offer a textphone service on **08456 000 606**

Details of the terms and conditions for Royal Mail products and services are available from www.royalmail.com

For full guidance on claiming compensation please refer to the mail made easy booklet or visit royalmail.com



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