



Lost, damaged or delayed inland mail - claims form

You can either hand this form in at any Post Office® branch or; Send it to us free of charge to: **Freepost, Royal Mail Customer Services, Plymouth PL9 7YB**

Please complete this form in **BLOCK** capitals only.

Office stamp _____

Date opened _____

SR number _____

Contact details

What is your name and address?

Title _____ First name _____

Surname _____

Company name (if applicable) _____

VAT Reg number (if applicable) _____

Address _____

Postcode _____

Home phone number _____

Work phone number _____

Mobile phone number _____

E-mail address _____

Who did you send it to / Who did you receive it from?

Title _____ First name _____

Surname _____

Company name _____

Address _____

Postcode _____

Home phone number _____

Work phone number _____

Mobile phone number _____

E-mail address _____

Are you the Sender or Recipient

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

Lost Damaged Item Delivered, some/all contents missing Delayed eBay claim

N.B. Please provide original Proof of Posting if you wish to make a compensation claim.

N.B. You must hold on to the damaged items and packaging, as we may ask to see them.

N.B. Please attach damaged envelope and the Royal Mail clear envelope that the damaged item was placed in when delivered, where possible.

N.B. Please attach the envelope or packaging.

What service was used?

First Class Second Class Franking/Meter post _____

Special Delivery™ Standard Parcels

Recorded Signed For™ Other (please specify) _____

Enter your unique die number (the 10 characters, which can be found on your printed impression).

13 character item reference number _____

Postage paid £ _____ : _____ p

When was the item posted?

Time _____ : _____ am / pm Date _____

Do you have Proof of Posting?

Yes No

Please provide original proof of posting if you wish to make a compensation claim

Where was your item posted?

Post Office® branch? Which branch? _____ Which town? _____

Post Box (provide location) _____

Business Collection _____

Date that the item was actually delivered (damage and delay claims only)

Time _____ : _____ am / pm Date _____

What is your item worth?

You can claim the actual cost of the item to you i.e 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.

Mrs Smith (the end purchaser) bought a pair of jeans and paid £25 for them. If she posts them on and they go missing she can claim the cost to her, i.e. £25. The shop (retailer) that sells the jeans buys them from the manufacturer for £15. If they post them on and they go missing they can claim the cost to acquire the jeans, i.e. £15. The factory (manufacturer) that supplies the shop makes the jeans for £10. If they post them and they go missing they can claim what the item cost to manufacture, i.e £10.

What is the value of your item?

£ _____ : _____ p

For all claims for loss or damage original evidence of value and posting must be provided if you are claiming compensation for the actual cost of the item.

Consequential loss compensation

The sender can claim consequential loss if the service was purchased. £ : p
Please provide documentary evidence of the loss incurred.

This service only applies to a Special Delivery™ item if purchased at the time of posting.

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

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.

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

Date

Signature

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

Before you send this form to us, have you...

- Included original Proof of Posting?
- Included original receipts for Postal Orders? (if applicable)
- Clearly stated the problem?
- Indicated the amount you wish to claim? (where applicable)
- Kept a copy of all documentation you have provided?
- Included all relevant documentation for an eBay claim? (i.e PayPal a/c etc.)
- Included original Proof of Value?
- Added your address details?
- Included posting details?
- Signed and dated the Declaration?

Claims

Loss claims

Please note that we can only accept a claim for loss if the item has not been delivered and it is 15 or more working days after the due delivery date (10 for Special Delivery™ items). Claims must be made within 12 months of the date of posting

Damage claims.

If claiming for the actual cost of the item you must provide the original packaging and item, if very large or unsafe to post you may provide photographic evidence, do not dispose of the originals. We recommend you photograph the item and packaging before posting them to us. If all packaging and contents are not provided or retained compensation may not be paid. Claims must be made within 12 months of posting.

Delay Claims

Claims must be made within 3 months of the date of posting or 1 month of the date of receipt.

eBay claims

Should 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.

Please note

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

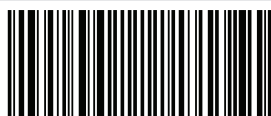
to help you...

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



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