



# Lost, damaged or delayed international mail claims form

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

with us it's personal®

Please complete this form in BLOCK capitals only.

**Contact details**

Are you claiming as a Business or an Individual? B  I

Your Ref.

**Sender's name and address details**

Title  First name

Surname

Company name

Address

Postcode

Country

Daytime phone number

Evening phone number

E-mail address

**Recipient's name and address details**

Title  First name

Surname

Company name

Address

Postcode

Country

Daytime phone number

Evening 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.

**What is the problem? My item is...**  
(Tick the boxes which apply to your claim.)

Lost  Item Delivered, some/all contents missing

Damaged  eBay claim

Delayed  Other (please specify)

If there was something of value in your mail, we'll refund the actual loss, up to a maximum of £34 or up to the market value whichever is the smaller amount, unless additional compensation was paid for when posting.

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

Please retain all packaging. We may ask to see it, or a photograph of it.

Please note: we cannot entertain any claims of a consequential nature.

**Do you require your documentation returned to you?**

Yes  No

**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

We only refund the postage costs for our two Priority International Services: International Signed For™ and Airsure.

Date item was delivered  /  /

**Item content details**

Please describe the contents of your item in the table below

No.	Content	Indicate which contents are lost (L) or damaged (D)	Value
1			
2			
3			
4			
5			
			Total value

If necessary please continue on a separate sheet

Please continue over

## About your claim

### 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.

### Proof 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

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

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

## 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](http://www.royalmail.com)



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