

**Royal Mail**

Lost or Damaged International Mail Report a Fault and Claim Form

Office Stamp

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Section 1: Important information about our claims process for Loss and Damage

Before completing this form You should visit our website **www.royalmail.com**, to get all of the information you need about the terms and conditions of the Royal Mail product used to send your item – and the level of compensation available – or if you need to report a fault or find out more about our complaint handling standards. If you don't have access to the internet, you can get the information you need from our 'Mail Made Easy' booklet, available at any Post Office®.

About this form This form can be used either to let us know about an issue you have with Royal Mail or to make a claim for compensation. Compensation can only be considered if you have all the required evidence and information to support your claim.

Reporting a Fault If you do not have the evidence required to make a claim, as outlined in Section 2, but would like us to investigate an issue with your mail service, the easiest way to report this fault is by visiting our **website www.royalmail.com**. Alternatively, complete sections 5 to 7 of this form only, including as much detail as possible. We will not contact you again regarding this matter but please be assured that we will use the information you provide to make further improvements to our service.

Section 2: Required information and evidence for loss and damage claims. You must complete this checklist

The minimum information we need from you for any claim is:

For compensation, you must also provide:

- Name and full address of the sender and intended recipient
- The amount of postage paid and Royal Mail product used
- Where and when the item was posted
- Item reference number (International Signed For™ and Airsure® items only)
- Description of the contents

- Original** proof of posting, e.g. Post Office® receipt (certificate of posting), On-Line postage receipt (stamped at Post Office®) or copy of Docket Book
- Original** proof of value if claiming for the contents, e.g. till receipt, bank statement, etc. (see section 8 for more details)
- The damaged item and packaging* (for damage claims only and where safe to do so – see note below)
- In addition to the above, eBay claims must be accompanied by the item sale page and Paypal or bank/credit card statement
- eBay item number (please provide this in section 7)

Remember! Without this essential information and required evidence, we will not be able to consider compensation. We must have sufficient evidence to prove that Royal Mail carried the item and that we failed to meet our service promise.

Section 3: Making a Claim

You must complete this form in full, using the checklist in section 2 to help you. Failure to complete all relevant sections and provide requested documentation will result in your claim being delayed and / or refused.

We will only handle claims where the item was posted with Royal Mail. If an item has been posted with or handled by another postal operator, or sent from outside of the UK, it will not be eligible for compensation from Royal Mail. Royal Mail is not obliged to pay compensation where the conditions of posting or the terms of its services are not met, e.g. all valuable items, including money and jewellery, must be sent using either Airsure® or International Signed For™ services. There are also restrictions to sending items such as cash to some destinations, and items must be packaged in line with Royal Mail guidelines. **We are unable to accept claims for delayed items of International mail.**

When to claim We allow 20 working days for items to arrive at European destinations and 25 working days for the rest of the world, so cannot accept a claim for loss unless at least 20 or 25 working days have passed since the item was posted. All claims must be submitted by the sender within 6 months of posting the item.

*If claiming for the actual cost of items that have been damaged or have part of their contents missing, you should provide the original packaging and item. However, if these are very large or unsafe to post you may provide photographic evidence – but please don't dispose of the originals as we may need to inspect them. We also recommend that you photograph the item and packaging before posting them to us. If all of the packaging and contents are not provided or retained, compensation may not be paid.

When completed in full, the signed and dated claim form and all supporting evidence should be sent to: **International Claims, Royal Mail Customer Services, Freepost, Trent House, Media Way, STOKE ON TRENT, ST1 5ST**. Once we receive your claim it may take up to 90 days to investigate and respond fully, so please allow us this time before contacting us again.

Section 4: Declaration

My item is (tick one box only) Lost Damaged Delivered, some/all contents missing

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 to refund Royal Mail Group Ltd any monies paid in compensation for these items.



98269382000012345676

Date

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Signature

Please note: by making a claim for compensation you are consenting to your name and address being used for the purpose of making enquires into the claim

Please complete this form in English using black ink and BLOCK capitals only

Section 5: Contact details For compensation claims, please read and sign sections 1-4 before completing this form

Are you the Sender or Recipient (please tick)

What is your name and address?

Title First Name
 Surname
 Date of Birth
 Company
 VAT Reg number (if applicable)
 Address

 Postcode
 Daytime Tel
 Mobile
 E-mail

Who did you send the item to?

Title First Name
 Surname
 Company
 VAT Reg number (if applicable)
 Address

 Postcode Country
 Daytime Tel
 Mobile
 E-mail

Section 6: Posting details

What service was used?

Airmail Surface Mail Airsure® International Signed For™ Tracking ref. no
 Franking/Meter post - Enter your unique die no. (found on your printed impression - usually 10 characters)

When was the item posted?

Time : am/pm Date How much postage did you pay? £ : p

Where was the item posted?

Post Office Branch Which branch? Post Box Post Box Location
 Town Business Collection

Date that the item was actually delivered (excluding claims for loss) Date

Section 7: Item description

Please complete the section below with as much detail as possible, for example, include the type, brand or title of the item as well as its appearance - use a separate sheet if necessary. If claiming for more than one item, give the cost of each item separately. If reporting a fault with your mail service, please only complete the description box to provide detailed information about the problem you would like to report.

Contents	Cost	Description: Full details of the item, including size, shape and packaging

Section 8: What is your item worth?

You can claim the actual cost of the item to you, i.e. what the item cost you to acquire, purchase or manufacture (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.

Example: 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 on and they go missing, they can claim what it costs to manufacture, i.e. £10.

What's the value of your item?

£

Original evidence of value and posting must be provided if you are claiming compensation for the actual cost of an item.

To request a Large Print version of this form, please call Customer Services on 08457 740 740. If you are deaf or hard of hearing, please use our textphone service on 08456 000 606