



Coronavirus update: We're keeping the UK connected. We are open for business. Despite best efforts some services may be disrupted. Click for more info on coronavirus. Buy postage now with Click & Drop or the Royal Mail app.

## Acknowledgement



**Your reference number is: 210415-007900**

You will need this number if you need to contact us.

### What happens next?

- Please wait for us to investigate your claim which we aim to complete within 30 days if not sooner. (90 days for international claims)
- We will inform you by letter with payment (if successful)
- Please do not contact us unless there is a change to the claim or you wish to cancel the claim.
- Keep all original evidence as we may ask for this

### Important information:

#### If you didn't upload evidence but wish to claim (excluding 'delay' claims)

You must print this page and attach it to your supporting evidence and send them to us.

#### You need to send us proof of posting AND proof of value:

- Proof of posting e.g. Post Office receipt, Online Postage receipt stamped at the Post Office or copy of a Sales Order AND -
- Proof of the item's value. This must show what it cost to acquire, purchase or manufacture the original item (or repair it, in the case of damage).

#### Additionally you must also provide:

- For eBay claims - the eBay final sale page and PayPal or bank/credit card statement
- For damage or where some of the contents were missing - photographs of the damaged item and packaging. Please keep the damaged item and packaging as we may ask for these.

#### Please address any evidence to:

Send inland claims to: **Freepost ROYAL MAIL CUSTOMER SERVICES.**

Send international claims to: **Freepost ROYAL MAIL INTERNATIONAL.**

Please add your **reference number** which is detailed above with each piece of evidence you send us – this will speed things up.

It's important we receive this evidence within the next 10 working days. If not, we'll assume your item has been safely delivered and you no longer wish to pursue your claim. We won't then contact you again.

### 3. Here's what you told us about your claim

**You are claiming for a Royal Mail Signed For 1st Class item NL577498529GB, posted on 30-03-2021 that is/was: Lost. The item was posted via a Royal Mail Collected costing £ 4.85 and contained 'Electrical/Electronic Goods'.**

**You Mr Ryan Swaine are the Sender of the item and your address is:** 15 Station Road, Cross Hills, Keighley, BD20 7DT, United Kingdom

**Your contact details are:** 07803 907117 **and email address:** ryan.swaine@vandagraph.co.uk

**The item was sent to** Mr Stephen Chapman, 128 Tilburg Road, Canvey Island, Essex, SS8 9AQ, United Kingdom

We'll also email a copy of this information to you.

You agreed to our declaration that a false claim for compensation could result in criminal prosecution and that, to the best of your knowledge, the information you've given is correct and truthful. You also undertake to advise Royal Mail Group Ltd. immediately if any lost letters or parcels are subsequently traced and to refund Royal Mail Group Ltd. any monies paid in compensation for these items.

[Another claim >](#)