



with us it's personal®

## 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 RLZL-LHZH-JZHT, 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

Address

Postcode

Daytime phone number

Evening phone number

E-mail address

Are you the Sender  or Recipient

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

Title  First name

Surname

Company name

Address

Postcode

Daytime phone number

Evening phone number

E-mail address

**Please provide PoP (Proof of Posting) if you wish to make a compensation claim**

#### What is 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 Proof of Posting if you wish to make a 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

If there was something of value in your mail, we'll refund the actual loss, up to a maximum of £32 or up to the market value whichever is the smaller amount.

#### 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).

#### Item reference number

#### Postage paid

£ : p

#### When was the item posted?

Date  Time : am / pm

#### Do you have Proof of Posting?

Yes  No

#### Where was your item posted?

Post Office® branch? Which branch?   
Which town?

Business Collection  Post Box

#### Date that the item was actually delivered

Date  Time : am / pm

For full guidance on compensation limits, please refer to our service standards brochure, available at all Post Office® branches or from Customer Service.

#### What is your item worth?

#### What is the value of your item?

£ : p

Please include proof of value for each item that you are claiming for.

#### Consequential Loss Compensation

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

£ : p

This service only applies to **Special Delivery** items, if purchased at the time of posting.

Yes  No

**Please continue over**

