



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-LHZZ-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 £36 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.

#### Do you have proof of this value?

Yes ☐ No ☐

#### 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.

Please continue over

## 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 plc immediately if any lost items are subsequently traced and refund Royal Mail Group plc 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...

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

## Claims

### Loss claims

Please note we do not accept claims for loss until 15 working days after the date of posting (10 for Special Delivery™ items)

### Damage claims

You **must** hold on to the damaged items and packaging in case we ask to see them.

### 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.

### Please note

We are unable to settle claims for items sent over one year ago.

## 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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