

**Royal Mail**

# Lost, Damaged or Delayed Inland Mail Report a Fault and Claim Form

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

**Before completing this form** You should visit our website [www.royalmail.com](http://www.royalmail.com), to get all the information you need about our loss, damage and delay compensation policies, or 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](http://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 (Recorded Signed For™ and Special Delivery™ items only)
- Description of the contents (not required for delay claims)

- 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 or to provide requested documentation will result in your claim being delayed and / or refused.**

We will only handle claims where the item was posted with and delivered by Royal Mail. If an item has been posted with or handled by another postal operator, 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 Special Delivery™ and items must be packaged in line with Royal Mail guidelines.

**When to claim** We allow up to 15 working days for items to arrive, so cannot accept a claim for loss unless 15 working days or more have passed since the item was posted (10 working days for Special Delivery™ items).

Claims for lost or damaged items must be made within 12 months of the date they were posted. Claims for delayed items need to be submitted within 3 months of the date they were posted if the claim is being made by the sender, or within 1 month of receipt if the claim is being made by the recipient of 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: **Royal Mail Customer Services, Freepost, PO Box 740, PLYMOUTH, PL9 7YB**. We usually provide a full response to claims within 30 days of receiving them, so please allow us this time to investigate before contacting us again.

## Section 4: Declaration

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

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.



9826938100000123458

Date

D | D | M | M | Y | Y

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/receive it from?

Title  First Name   
 Surname   
 Company   
 VAT Reg number (if applicable)   
 Address   
  
  
 Postcode   
 Daytime Tel   
 Mobile   
 E-mail

**Section 6: Posting details**

What service was used?

First Class  Second Class  Standard Parcels  
 Franking/Meter post - Enter your unique die no.  (found on your printed impression - usually 10 characters)  
 Special Delivery™  Recorded Signed For™ Enter your item reference number

When was the item posted?

Time :  am/pm Date       How much postage was paid? £ : p

Where was the item posted?

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

Date the item was actually delivered (excluding claims for loss) Time :  am/pm 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?

£

For all claims for loss or damage, original evidence of value and posting must be provided if you are claiming compensation for the actual cost of an item.

**Section 9: Consequential loss compensation**

Consequential loss compensation is only available for Special Delivery™ items. Consequential loss insurance must have been purchased at the time of posting and can only be claimed by the sender of the item.

Please provide documentary evidence of the loss incurred and enter the amount claimed in this box. £

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