

- Instructions**
1. Write clearly in block capitals.
  2. All sections **must** be completed or we will be unable to process your claim.
  3. All claims must be received within 30 days of posting, with the exception of Global Express which has a 15 day limit and International Standard, Global Value and BFPO Services which must be received within 120 days of posting.

**Customer Claim Form:**

Are you the sender or the recipient of the parcel in question? please tick below :

Sender

Recipient

Third Party

**Guidance Notes**

Please see the notes in this column.  
For any further guidance please call our helpline on **08448 004466**.

- Only one consignment per claim form will be accepted

Contract Number:

Account Number:

Parcel/Tracking number:

Service used:

Please tick here  if you are the sender of the parcel and do not hold a contract with Parcelforce Worldwide.

- If you are an account holder your account / contract details are shown on your invoice or customer service report.

- If you do not hold a contract with us, please tick the box to say you do not hold a contract.

- Your parcel number can be found on your barcoded label, Post Office® receipt or postal docket.

- Service used as shown on the despatch pack or barcoded label or Post Office® receipt.

- Please indicate any/all claim types which apply.

- Before claiming please refer to our web site [www.parcelforce.co.uk](http://www.parcelforce.co.uk) for a list of items excluded from compensation.

- For damage or missing contents claims; the contents, internal and external packaging must be available until the claim is resolved.

**Claim Type**

Loss:  Part loss of consignment:  Disputed delivery:

Damage:  Missing contents:  Delay / Returned:

If damage or missing contents please indicate where the goods and packaging can be inspected.

Sender:  Recipient:

If part loss please indicate the number of parcels sent and the number delivered.

Sent:  Delivered:

Date of Despatch:  /  /

**Sender's details**

Company Name:

Contact Name:

Telephone:

Fax:

Email:

**Sender's Address**

Post/Zip code:

**Recipient's Details**

Company Name:

Contact Name:

Telephone:

Fax:

Email:

**Recipient's Address**

Post/Zip code:

For non-contract holders - In the event of a successful claim payment is to be made in Company name  Contact name

**Full description of packaging:**

**Note for damage claims:**

Photos of the damage and packaging used can be included with your claim form to help us process your claim more quickly.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Description of contents:**

Description of Contents	No of items	Value
		£
		£
		£
		£
<b>Total £</b>		

**Online Auction Reference :**

\_\_\_\_\_

**Claim value must be for cost price replacement or estimated cost of repair**

**Value of Claim: £** \_\_\_\_\_ (Estimate of repair if repairable)

**Postage paid: £** \_\_\_\_\_

**Enhanced cover fee: £** \_\_\_\_\_

**Level of enhanced cover taken**

None  £500  £1000  £1500  £2000  £2500

Other £ \_\_\_\_\_ (Please specify)

**Your own reference:**

\_\_\_\_\_

Depreciation of value for wear and tear and the age of the item(s) will be taken into account.

• Please provide a full description of packaging used internally and externally for items sent. This must be provided for all claims for damage.

• Accurate description including make/model/serial number/age/colour/size/weight including any distinctive features on the packaging and the number of parcels being claimed for.

• Value of claim excludes any VAT and profit margin (for business senders). If the contents were sold on an auction website, the winning bid amount must be entered as the value of your claim.

• Cost of postage, excluding any premium paid for enhanced compensation.

• Cost of enhanced compensation is non refundable.

• Please ensure you have checked the due delivery date for the service used (for example taking into account non-working days etc).

• If an estimate for repair has been gained, please include a copy.

• Your own reference will be quoted on all correspondence from Parcelforce Worldwide regarding your claim.

• Please post or fax your Parcelforce Worldwide Claim Form, with a copy of your Post Office® receipt, despatch pack or WDM online/web receipt and cost invoices to

Mail: Parcelforce Worldwide Claims Centre, PO Box 491, Wakefield, WF1 9AP

Fax: 01924 294301

• General enquiries can be made via our email address: parcelforce.claims@parcelforce.co.uk

• Claim forms must not be sent to this email address. Any emails containing attachments received at this address may be immediately deleted and not processed at Parcelforce Worldwide's discretion.

• For loss or damage, evidence of value **must** be included with your claim to be processed.

• Your claim **must** be signed and dated below or we will be unable to process your claim.

**Declaration**

I/We confirm that the above statements are true and I/We the claimants are legally entitled to payment of any claim for the lost, damaged or delayed items in accordance with the Terms and Conditions under which the item(s) were posted.

I/we also undertake to advise the Parcelforce Worldwide Claims Centre immediately if any of the items on this Claim Form are subsequently traced and reimburse Parcelforce Worldwide any monies paid in compensation for these items.

NAME (Please print)

\_\_\_\_\_

Telephone No.

\_\_\_\_\_ / \_\_\_\_\_

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Please note that all data supplied will be used to process your claim and, where necessary, passed to other parties to substantiate your claim.