



Undelivered or damaged mail CLAIMS FORM

Please complete this form in **BLOCK CAPITALS ONLY**

Please note:

1. Please hand in this form at post office or email it to cco@post.gi
2. We cannot accept a claim before 25 working days or after 6 months from the date of posting.



Contact details		What service was used ? (Please tick)	
Sender's name and address details		AIR Mail <input type="checkbox"/>	Economy (Surface) Mail <input type="checkbox"/>
Title	First name	Registered <input type="checkbox"/>	EMS <input type="checkbox"/> Parcel <input type="checkbox"/>
Surname		Tracking Number <input type="text"/>	
Company			
Address			
Wk Tel-			
Hm Tel-			
Fax-			
E-mail			
Recipient's name and address details		What is the problem ? My item is (tick and write in the boxes which apply to you)	
Title	First name	Undelivered <input type="checkbox"/>	Delivered some / all contents missing <input type="checkbox"/>
Surname		Other/Specify - <input type="text"/>	
Company			
Address			
Postcode			
Country			
Wk Tel-			
Hm Tel-			
Fax-			
E-mail			
		Posting details.	
		When and where was the item posted	
		Date of posting	<input type="text"/> / <input type="text"/> / <input type="text"/>
		GPO	<input type="text"/>
		Main St	<input type="text"/>
		Pillar Box	<input type="text"/>
		Other specify - <input type="text"/>	
		Description of mail item and packaging	
		Envelope <input type="checkbox"/>	A4 Envelope <input type="checkbox"/> Jiffy Bag <input type="checkbox"/>
		Box <input type="checkbox"/>	Ext. Colour <input type="text"/>
		Size CM	H= <input type="text"/> L= <input type="text"/> W= <input type="text"/> Wgt Kg <input type="text"/>
		Addressing and documentation	
		Was the address printed <input type="checkbox"/>	or hand written <input type="checkbox"/>
		Was there a <i>Gibraltar</i> return address	<input type="checkbox"/> Y / <input type="checkbox"/> N
		Customs Declaration	<input type="checkbox"/> No / <input type="checkbox"/> Not Req'd. / <input type="checkbox"/> CN22 / <input type="checkbox"/> CN23
		Was the declaration completed & signed	<input type="checkbox"/> Y / <input type="checkbox"/> N
		Was Invoice outside package <input type="checkbox"/>	or inside <input type="checkbox"/> both <input type="checkbox"/>
Details of contents inside mail item or package			
	Item description	Undelivered (U) / Damaged (D)	Value - £ see below
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
COMPENSATION for Registered Letters up to £21max. ; for Air Parcels weighing from 0 - 5Kg £26, from 5 - 10Kg £37, from 10 - 15 £48, from 15 - 20 Kg £59			
Before you sign, date and send this form			
1 Make sure this claim is made after 25 days and before 6 months.		5 You have attached any other paperwork you think is necessary.	
2 Make sure the ORIGINAL Certificate of Posting is attached.		6 Make sure you keep for inspection any damaged item and packaging in the case of a Damage claim	
3 You have attached proof of value for the item(s)			
4 You keep a copy of all the paperwork handed in.			
I understand that a false claim for compensation may result in legal proceedings. I declare that to the best of my knowledge, the information I have given is correct and truthful. I also undertake to advise the Royal Gibraltar Post Office that if an item is subsequently traced or delivered I will refund any money that may have been paid to me in compensation.			
Date	Name	Signature	Official use only
			Name of officer who received form
			Initials and date