

Claim form for damaged, delayed or lost mail posted in Jersey

Jersey Post is totally committed to delivering a quality service to our customers. We put the customer at the heart of all we do and view our customer's satisfaction as the basis for Jersey Post's continued success and development.

We are proud of our high quality standards and whilst every effort is always made to safeguard your mail, occasionally items may be lost, damaged or delayed. If you have cause for complaint please complete this form, giving as much information as possible. If you require any assistance please contact Customer Services on 616616. Once completed, hand in at any Post Office outlet or post to Customer Services, Freepost JE714, Jersey Post, Postal Headquarters, JE1 1AF.

1 Name and address details

Your details

Title _____

First name _____

Surname _____

Company name (if applicable) _____

Address _____

Postcode _____

Contact phone number _____

Email address _____

How would you prefer us to contact you?

☐ Letter ☐ Phone ☐ Email

The item's sender details (if different from above)

Title _____

First name _____

Surname _____

Company name _____

Postcode _____

Daytime phone number _____

Evening phone number _____

The recipients details

Title _____

First name _____

Surname _____

Company name _____

Address (inc. country) _____

Postcode _____

Contact phone number _____

Email address _____

2 Posting details

Type of item posted

☐ Letter ☐ Parcel

Where was it posted? (Give exact location please)

When was it posted?

Date / / Time : am/pm

How was the item posted?

☐ Post Office ☐ Post box ☐ Business collection

What service was used?

☐ Letterpost ☐ Signed For Recorded ☐ Special Delivery

☐ Standard Parcels ☐ International Signed For

☐ Other (Please specify)

What method was used to cover the cost of postage?

☐ Stamp ☐ Franking impression ☐ PPI ☐ Prepaid mail

☐ Other (Please specify)

How much postage was paid?

£ : p

Post Office receipt and Certificate of Posting

☐ Obtained (Please attach)

☐ Not obtained

Reference Number

Signed For Recorded, Special Delivery, International Signed For, barcode or receipt number

Special Delivery

☐ Next day/By 09:00

Did you pay for a higher compensation limit for loss or damage?

☐ yes - up to £1,000

☐ yes - up to £2,500

International Signed For

Did you pay for a higher compensation limit for loss or damage?

☐ yes - up to £100

Compensation is not payable for cash/mobile phones.

3 The nature of your complaint

☐ **The item was delayed**

Date the item was delivered on

Date / / Time : am/pm

☐ **The item has been damaged**

Date the item was delivered on

Date / / Time : am/pm

*Use the space provided to describe the damage to the contents and packaging.

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

Attach the item's packaging to this form.

☐ **Some of or all the contents are missing**

Date the item was delivered on

Date / / Time : am/pm

*Use the space provided to describe the missing contents.

Please describe in detail, the type, brand etc.

☐ **The item has been lost**

*Use the space provided to describe the missing contents.

Items posted to the UK are not considered lost for 15 days after the date of posting. International items are not considered lost for 25 days after the date of posting. For items posted from the UK or incoming international items please contact the sender to begin a search via their postal administration.

Please describe in detail, the type, brand etc.

*

4 If you want to claim compensation

Note: Compensation for all services is subject to the terms and conditions relevant to that service. Consequential losses may not be claimed in any circumstance.

This claim is for:

☐ delay (Special Delivery only) ☐ partial loss ☐ damage ☐ total loss

Please help us by attaching these where relevant

- ☐ original receipt (Signed For Recorded, Special Delivery, Standard Parcels, International Signed For)
- ☐ Post Office receipt (for any mail posted at a Post Office branch)
- ☐ envelope or packaging for damage
- ☐ Certificate of Posting
- ☐ Postal Order counterfoils (original)
- ☐ other paperwork you think will support your claim

N.B. You must send originals and take a copy for your own records.

Please provide written evidence of the market value, or proof of purchase, of the contents of your item.

Total Claim

£ : p

Please ensure this form is completed in full and all relevant documents are supplied. Otherwise we will not be able to process your claim.

5 Declaration

I declare that, to the best of my knowledge, the information I have given on this form is true and correct.

I understand that a false claim for compensation could result in criminal prosecution.

I consent to the personal information in this form being provided to any relevant third party service provider, such as Royal Mail, who may require such information in order to investigate and process my claim.

I also undertake to advise Jersey Post Group immediately if any lost items are subsequently traced and refund Jersey Post Group any monies paid in compensation for these items.

All enquiries and complaints will be treated as time critical and the overriding principle is to resolve them to our customer's satisfaction as soon as possible.

Some enquiries and complaints will require contact with Royal Mail and other overseas administrations. Investigations of enquiries and complaints which are outside the direct control of Jersey Post Group will take longer. Therefore complaints have been categorised with each having a target completion date.

The targets are set out below, these are consistent and measured against EU and International best practice standards:

- resolve all local and domestic claims within 10 days
- resolve all Special Delivery claims within 30 days
- resolve all International claims within 90 days
- payment of compensation claims within 10 days of case resolution

Date / /

Signature