



LOST PARCEL CLAIM FORM

CUSTOMER DETAILS

Full name _____

Email address _____

ORDER DETAILS

Order number (SOR) _____

We are regulated by Royal Mail's terms & conditions and they require a waiting time from dispatch of 10 WORKING DAYS for the UK, 20 WORKING DAYS for the EU and 30 WORKING DAYS for the rest of the world before you can make a lost parcel claim. We understand the frustration that a delayed or lost item can cause but unfortunately, we cannot take any action until this time has passed and any form sent before the above time will be declined.

Items shipped via courier Service (DPD) should be reported for non-receipt within 3 WORKING DAYS from the date of ordering.

Date Order Dispatched: ___/___/___

Tracking Number (if available) _____

Tracking information _____

Action required

Replace (if available) Refund Store credit

ALL LOST PARCEL CLAIMS MUST HAVE THE BELOW DECLARATION SIGNED

I can confirm I have read the terms and conditions relating to LOST ITEMS on ShopTo.net <https://www.shopto.net/en/delivery/lost-item/>, and I fully understand the Claims policy. I can also confirm that all details I have provided here are correct.

Signed (Customer) _____ Date: ___/___/___

Please be aware, if your Royal Mail tracking or recorded delivery reference for your order, shows the item as delivered, we have no legal recourse to refund or replace, as the item has arrived with you. If you dispute this, please contact Royal Mail for the item and their local delivery office for more information, using the tracking number and your postcode.



1. Instructions

If your order was shipped using Royal Mail, follow these simple steps to report a missing item:

- Complete the above form
- Login to your account, and go to 'My Account'
- Go to the 'Help Desk, and select 'New ticket" from the drop-down menu select "Item not received." please give the order number and attach the above signed form to the ticket, make sure that **10 working days** have elapsed from the day the order was dispatched before making the claim.
- Your choices are:
 - 'I want a replacement to be sent out' - if you want us to send out another copy of the missing item. You will not be charged for this, even if the item has changed in price since you placed your order.
 - 'I want a credit to my ShopTo account' - if you would prefer us to refund the original value of your order as credit which you can spend right away on items from ShopTo.
 - 'I want a refund to my original payment method' - if you want us to refund the original value of your order to the payment method you used to place the order. If we cannot refund to the card or paypal account you used, we will refund the amount to your ShopTo account as store credit.
- Then click "Send new ticket"
- **Our team we reply to your ticket in 24 to 48 WORKING hours...**