

**Please note:**

1. You can complete and hand this form in at any of our post office locations or alternatively email it to [cco@post.gi](mailto:cco@post.gi).
2. The Royal Gibraltar Post Office cannot accept a claim before 25 working days nor after 12 months from the date of

## Undelivered or Damaged Mail Claim Form

Please complete this form in BLOCK CAPITALS ONLY

### 1. Contact Details

Title	
First Name	
Surname	
Company	
Address	
Work Tel	
Home Tel	
Fax	
Email	

### 2. Posting Details

Date of Posting	
Recipient Title	
Recipient First Name	
Recipient Surname	
Recipient Company	
Recipient Address	
Postcode	
Country	

### 3. Mail Service Used

Service (Please Delete)	Air Mail / Registered / Parcel / Surface
Tracking Number	

### 4. Problem Description

Service (Please delete):	Undelivered / Damaged / Contents Missing
--------------------------	--

### 5. Mail Item & Packaging

Packaging Type (Please delete):	Envelope / A4 Envelope / Jiffy Bag / Box
Other: (Please specify)	
Packaging Colour	
Size (H x L x W)	cm
Weight (Kg)	

### 6. Addressing & Documentation

Address was	(Please delete) Printed / Handwritten
Was a Gibraltar return address Provided ?	Yes / No
Customs Declaration Included?	No / Not Required / CN22 / CN23
Declaration Signed?	Yes / No
Was Invoice Included? If so state Location.	Yes / No / Inside Package / Outside

### 7. Contents Inside Mail

1. Item Description & Status	
2. Item Description & Status	
3. Item Description & Status	

### 8. Declaration

I declare the information above is accurate and that I will notify the Royal Gibraltar Post Office if this item of mail is delivered and refund any compensation received.

Date

Name

Signature