



Enquiry form for missing, damaged or delayed items

An Post Customer Service Centre, GPO, Dublin 1

Seller Details

Seller Name: _____

Address: _____

Email: _____

Buyer Details

Buyer Name: _____

Address: _____

Email: _____

Item Description

Ebay Number(s): _____

Order No(found in dispatch email): _____

Item Value: _____

P&P Charge: _____

Total Claim: _____

Purchase Date: _____

Dispatch Date: _____

Please note that claims can only be made 14 days after dispatch date.

DISCLAIMER

Compensation is payable within specified limits in respect of missing or damaged insured items and does not apply to items sent by Standard Post or Express Post. There is no compensation payable for consequential loss.

Please complete this form for missing, damaged or delayed items. Enter all appropriate information as it is important to provide as much information as possible to help us make a full investigation. An Post is committed to providing its customers with the best possible quality of service.

By bringing to our attention those rare occasions when we get it wrong you are helping us to improve the service we provide to you. All relevant documentation should accompany this form in order to expedite our enquiries. If your enquiry concerns an item sent by one of our bar-coded services, our Track and Trace system will enable us to track your item at every stage of its journey within Ireland.

Customers can track items on www.anpost.ie However, if your enquiry concerns an item (letter, large envelope or packet) sent by Standard Post, our ability to track the item is constrained by the fact that items sent by this service do not have unique identifiers. Nonetheless, we want to hear from you if you are not fully satisfied with any of our services.

I certify that the parcel detailed above has not been delivered and that I agree to this claim form being forwarded to An Post to assist with the An Post investigation into the lost parcel. I understand that this information may be used in the compilation of any fraud or theft investigation instigated by An Post as a result of this compensation claim.

Signed: _____

Print Name: _____

Date: _____