**POST CLAIM FORM**

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| --- | --- |
| **Insured/ Policy Name** |  |
| **Policy Number** |  | **Contact Reference** |  |
| **Contact No.** |  |
| **Email Address** |  |

**PLEASE ENSURE YOU ATTACH THE FOLLOWING TO YOUR CLAIM:**

1. **Correspondence with the Post Office or Courier notifying them of the loss/ damage**
2. **Complaint/ advices from the Customer to confirm the parcel did not arrive**
3. **Copy of the invoice to the Customer**
4. **Copy of the Post Office or Courier advices to detail what level of Compensation you are due (if any)**
5. **Copy of the receipt to confirm the refund to the customer**

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| **SENDER / ADDRESSED FROM:** |  |
| **Name** |  |
| **Address** |  |
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|  |  |
| --- | --- |
| **RECIPIENT / ADDRESSED TO:** |  |
| **Name** |  |
| **Address** |  |
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| --- | --- | --- | --- |
| **Service used - signed, recorded, etc** |  | **Date posted** |  |
| **Posted at (Post Office Location)** |  |
| **Postage receipt obtained** **(please circle)** | **Yes / No** | **Postage Receipt Number** |  |

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| --- | --- |
| **CLAIM DETAILS:** |  |
| **Type of claim (please circle)** | **Loss / Damage / Both** |
| **Loss details:**  |  |
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| **1.** | **No of parcels despatched** |  | **2.** | **No of items within the parcel/s** |  |
| **3.** | **No of parcels lost** |  | **4.** | **No of items lost** |  |
| **5.** | **No of parcels damaged** |  | **6.** | **No of items damaged** |  |

|  |  |
| --- | --- |
| **REPLACEMENT/ REPAIR DETAILS:** |  |
| **Invoice Price** | **£** |  |
| **VAT** | **£** |  |
| **Total** | **£** |  |
|  |  |
| **Cost of repairs? (if damaged)** | **£** |  |
| **VAT** | **£** |  |
| **Total** | **£** |  |
|  |  |
| **Value of Salvage** | **£** |  |
| **VAT** | **£** |  |
| **Total** | **£** |  |
|  |  |
| **Amount of Postage** | **£** |  |
|  |  |
| **Total Claimed** | **£** |  |

**IMPORTANT INFORMATION:**

**You must notify the post office/courier immediately you are aware of any loss or damage to items as you should be entitled to some degree of compensation.**

**The relevant information sent in support of your claim should reflect that an attempt has been made to claim compensation (whether this be successful or not) from the company used to deliver the items claimed for from this policy.**

**VALUE ADDED TAX:**

**In general, no vat is chargeable where a registered trader can show that goods belonging to him have been accidentally lost, stolen or destroyed before taxable supply takes place.**

**If goods are lost whilst in transit to a customer the suppliers’ liability to vat depends on their terms of the contract and on whether or not he has issued a tax invoice.**

**In the case of damaged goods being resold by a registered trader, the supplier will have to account for output tax on the supply.**

**Vat general guide notice 700 paragraph 36 deals with “losses” and paragraphs 30 and 31 explain when a taxable supply takes place.**

**Registered persons should retain, for production to the appropriate officer of customs and excise, such documents as will fully support any claim for relief from vat.**

**I/ We declare the above statements are true and complete in every respect and I accept that TL Dallas (City) Ltd are acting for both the Policyholder and the Underwriter.**

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| --- | --- |
| **BANK DETAILS FOR BACS TRANSFER:** |  |
| **Payee** |  |
| **Account Number** |  |
| **Sort Code** |  |

|  |  |
| --- | --- |
| **Date** |  |
| **Print Name** |  |
| **Signature** |  |