



Dear Customer Customer name

We acknowledge receipt of your enquiry advising you have not received your parcel. We are very sorry to hear this. Please return the declaration below to us to confirm you have not received the parcel.

Please note, any DOR received without a signature will not be actioned.

- ☐ I wish to deny receipt of the parcel tracking number: Full tracking number. If multiple tracking numbers, each number must be written in full \_\_\_\_\_
- ☐ I can confirm that I have checked with those within my household & neighbours who may have signed or received the goods & the parcel has not been received.
- ☐ I have fully checked around my property and have not located the parcel
- ☐ I will inform you immediately if it arrives.
- ☐ I agree to co-operate with Hermes Loss Prevention &/or the Police in the event of any investigation into the missing items.
- ☐ I confirm this declaration is true & accurate in all respects.
- ☐ I understand by making a false statement could lead to prosecution

Signed.....Signature of the customer