

NON-RECEIPT OF GOODS DISCLAIMER FORM

We understand from the retailer/sender of your parcel that you dispute its delivery, despite tracking data suggesting it was successfully delivered.

In order for us to investigate this matter further and assess whether we are able to reimburse the retailer/sender in accordance with our contract with them, we require you to complete, sign and return this form to confirm that you dispute the delivery of the parcel.

Please note that the information provided by you will be used in accordance with our privacy policy (<https://www.yodel.co.uk/privacy-cookies-policy>) and for fraud and monitoring purposes.

Claimant Name:	
Address:	

Parcel Number:		Date Shipped:	
Crime Reference Number (if reported to the police):			

I confirm that goods ordered from (company name) _____ on the (date) _____ have not been received, despite the proof of delivery data (photo, geocode etc as applicable) suggesting that it had been delivered successfully. I confirm I have checked with other members of my *household/neighbours (*delete as applicable) and confirm that they have not received the goods either.

I agree to co-operate with Yodel Security and/or the Police in the event of any investigation into the missing items.

LIST OF GOODS NOT RECEIVED

Item 1	
Item 2	
Item 3	
Item 4	
Item 5	

I believe the above declaration is true to the best of my knowledge and belief. I understand to make a false statement could lead to prosecution.

Customer Name (Print):		Signature:	
Claim Ref No (For shippers use only):			

