

1. Please complete and return this form no later than the _____.
2. Write clearly in **BLOCK** capitals
3. All section **must** be completed or we will be unable to process your claim.



MISSING ITEM/S FORM

DETAILS:

| | | |
|--|---|---|
| NAME: <input style="width: 250px;" type="text"/> | MEMBERSHIP NO: <input style="width: 70px;" type="text"/> | INVOICE NO: <input style="width: 70px;" type="text"/> |
| ADDRESS PARCEL WAS DELIVERED TO: <input style="width: 250px;" type="text"/> <input style="width: 250px;" type="text"/> | DATE RECEIVED: <input style="width: 70px;" type="text"/> | |
| POSTCODE: <input style="width: 250px;" type="text"/> | WHO SIGNED FOR IT: <input style="width: 70px;" type="text"/> | WHO OPENED IT: <input style="width: 70px;" type="text"/> |
| | HAS THIS HAPPENED BEFORE: <input style="width: 70px;" type="text"/> | IF SO, WHEN: <input style="width: 70px;" type="text"/> |
| HOW WAS YOUR ORDER PACKED: | DID THE PACKAGING APPEAR TO BE TAMPERED WITH: <input style="width: 70px;" type="text"/> | |
| BROWN BOX <input style="width: 70px;" type="text"/> | ORANGE COURIER PACK <input style="width: 70px;" type="text"/> | BLUE COURIER PACK <input style="width: 70px;" type="text"/> |
| WHAT TAPE WAS USED TO SEAL YOUR PARCEL (PLEASE DESCRIBE): | OTHER PLEASE STATE: <input style="width: 350px;" type="text"/> | |

PLEASE DESCRIBE THE CONDITION OF THE PACKAGING:

WHEN DID YOU INITIALLY NOTIFY DIYA:

HOW: EMAIL TELEPHONE OTHER PLEASE STATE

PLEASE LIST THE ITEM/S THAT WERE MISSING (DESIGN, SIZE, COLOUR):

1.

2.

3.

4.

POLICE CRIME REFERENCE NO:

DATE REPORTED:

PREVIOUS CLAIMS: PLEASE COMPLETE THIS SECTION IF APPLICABLE

INVOICE NO: DATE ORDER WAS DELIVERED:

WHEN DID YOU NOTIFY DIYA:

WHICH ITEM/S WERE MISSING FROM YOUR ORDER:

WHAT ACTION WAS TAKEN:

DECLARATION:

I/WE CERTIFY THAT THE PARCEL DETAILED ABOVE HAS BEEN DELIVERED WITH A MISSING ITEM/S. I/WE AGREE TO THIS CLAIM FORM BEING FORWARDED TO PARCELFORCE WORLDWIDE LTD OR ANY LAW ENFORCEMENT AGENCY, IN ORDER TO ASSIST THEM WITH ANY INVESTIGATION INTO THE DELIVERY OF THE PARCEL. I/WE AGREE TO KEEP ALL PACKAGING THAT MAY BE REQUIRED TO BE INSPECTED AND WILL RELEASE IT TO DIYA OR PARCELFORCE WORLDWIDE LTD AS AND WHEN REQUIRED.

I/WE UNDERSTAND THAT THIS INFORMATION MAY BE USED IN THE COMPILATION OF ANY FRAUD, THEFT OR OTHER CRIMINAL INVESTIGATION INSTIGATED BY DIYA, PARCELFORCE WORLDWIDE LTD OR BY ANY OTHER LAW ENFORCEMENT AGENCY THAT HAS BEEN SELECTED TO INVESTIGATE THE CLAIM.

I/WE UNDERTSAND THAT TO FALSELY CLAIM MISSING CONTENTS IS A CRIMINAL OFFENCE AND THAT FALSE CLAIMENTS WILL BE PROSECTUTED TO THE FULLEST EXTENT OF THE LAW.

| | | |
|--|--|---|
| SIGNED: <input style="width: 160px;" type="text"/> | PRINT NAME: <input style="width: 250px;" type="text"/> | DATE: <input style="width: 70px;" type="text"/> |
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