

Damage Questionnaire

Please return in the envelope provided



www.parcelforce.com

Important Note: Please ensure this completed questionnaire is attached to your email and that your claim reference number is present in the subject bar of the email.

1. Please confirm the contents of the parcel:

If multiple items were within the box, please confirm which items were damaged / missing.

2. Please provide a full description of the damage caused to the item(s), including any faults or visual damage noted.

For example: Scuffs to the outer casing.

3. Please provide detail of the material(s) the damaged item(s) were made of:

4. What did you pay for the item(s)?

£

5. Please provide the eBay auction reference no:

6. Have you received a refund from the sender?

Yes No Not applicable
The sender has replaced the item

7. Do you believe the contents can be repaired?

Yes No Not sure
(If yes, please try provide the cost of repair)

8. If contents are edible, please confirm if the items have been disposed of or consumed?

Disposed Consumed Not Applicable

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9. Was the parcel sent in a Box?

Yes No If no, what was the item packaged or wrapped in? (i.e. jiffy bag etc)

10. Was the box re-used / recycled?

Yes No Not Applicable

11. Was there any visible damage noted to the external packaging?

Yes No If yes, please provide us details:

12. What Internal packaging was used? (only tick packaging materials used *within* the parcel)

- Air Bags Bubble-wrap Cardboard Inserts Cardboard (Shredded) Foam Sheet
Inflatable Air Cushion Newspaper Polystyrene Peanuts / Pieces Polystyrene Sheets
Polystyrene Surrounds Other*

(Please provide photographic evidence of all packaging used)

*If other, please detail below:

13. Was there enough internal packaging to prevent movement of the item(s) in the parcel?

Yes No

14. Was there sufficient clearance between the item(s) and the outer packaging?

Yes No

15. Was there enough internal packaging?

Yes No

16. Do you think that parcel was well packaged?

Yes No

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Checklist before returning your completed questionnaire



Please check to ensure you have completed all the questions:



Please provide a repair quote (if applicable):



Please send photos of the damaged contents, including photos of the internal and external packaging, by email to the claims office address below:

PARCELFORCE.D.CLAIMS@PARCELFORCE.CO.UK
(Please quote the claim reference number in the subject line of your email)

Declaration

Name:

Telephone number:

Email:

Your statement (this questionnaire) will be used as evidence in our investigation and by completing it you agree to it being used for this purpose. Parcelforce Worldwide takes losses of all kinds very seriously and will prosecute for theft and anyone attempting to obtain goods or money by deception. We have to advise that it is an offence to make a false statement.

Please be aware that any statements or information provided on this form will be treated in confidence and will not be disclosed to the claimant.

Signature:

Date: