



Please find attached claims form for shortages, discrepancies & damage.

Please complete your details in **BLOCK CAPITALS** and complete all other fields.

Please ensure that the Claims Form is signed as it will not be accepted unsigned.

We will share all claims for loss or damage with Royal Mail for prompt investigation.

You must notify us of any shortages, discrepancies or damage to deliveries within 48 hours of delivery.

You must complete all sections and of the claims form with photos detailing the following - The entire parcel, the contents inside of the parcel, any damage to the packaging & the contents.

Claims will not be accepted without a fully completed & signed claims form.

We use CCTV in our Warehouse to follow your order from packing to collection. All parcels are also weighed and monitored by Royal Mail during their journey from our Warehouse to your chosen delivery location.

All claims are subject to the Terms & Conditions available on our Website, a copy of which is available on request.

MR PAPER CLAIMS FORM

YOUR COMPANY DETAILS

COMPANY NAME	
ADDRESS	
TOWN	
POSTCODE	
TELEPHONE NUMBER	
EMAIL ADDRESS	
INVOICE NUMBER	

CLAIM DETAILS

PRODUCT CODE	QUANTITY	NATURE OF CLAIM (MARK SELECTION WITH 'X')		
		Missing	Damaged	Other (Please describe fully)

PHOTOGRAPHIC EVIDENCE (PHOTOS OF ALL OF THE BELOW MUST BE SUBMITTED WITH THE CLAIM)	
	MARK WITH 'X' TO CONFIRM
PHOTOGRAPH OF PACKAGE	
PHOTOGRAPH OF CONTENTS	
PHOTOGRAPH OF DAMAGE	

I CONFIRM THAT THE INFORMATION I HAVE GIVEN IS TRUE & CORRECT AND THAT I WILL PROVIDE FURTHER INFORMATION AS REQUESTED BY MR PAPER LTD AND ROYAL MAIL FOR A PROMPT INVESTIGATION.

SIGNED

YOUR NAME

UNSIGNED CLAIMS WILL NOT BE ACCEPTED.