

Postal Services Compensation Claim Form

April 2025

Under the terms of our Licence, compensation may be available in the unlikely event that Items of Mail are lost or damaged after they are posted in Jersey. The full details of this are explained in our General Terms & Conditions, available on our website or on request.

Use this form to make a claim for compensation. Once completed, email any documents relating to proof of purchase or item value to **customercare@jerseypost.com** or post to **Jersey Post, Postal Headquarters, JERSEY, JE1 1AA.**

1. Your details

Name:

Address:

Postcode:

Telephone number:

Email address:

2. Posting details

When did you post the item?
Date:

Where was it being sent:
Name:

Recipient Email (if available):

Recipient Phone No (if available):

Address:

Postcode:

Where was the item posted? (please give exact location)
Location:

Does the item have a tracking number?
Yes: No:

If yes, please include the tracking number provided:

Did you purchase any additional compensation cover?
No £100 £500 £1000 £2500

3. Claim details

Please explain the reason and circumstances for making a compensation claim:

(Include a description of contents and packaging if relevant - additional space overleaf for this if required)

How much did you pay for postage?
 The total price including any Premium Postage options purchased

Do you have proof of posting?
Yes: No: *See our General Terms & Conditions for what represents acceptable proof of posting*

If lost, what was the value of goods it contained?
 The present value taking into account wear and tear and depreciation

If damaged, what is the value of repairing?
 The estimated cost of repairing the item to the condition it was sent in

Do you have proof of value?
Yes: No: *See our General Terms & Conditions for what represents acceptable proof of posting*

Total claim amount requested:
£

4. Declaration

I declare that, to the best of my knowledge, the information entered in this form is true and correct. I understand Jersey Post reserve the right to contact the recipient to confirm non receipt or obtain further details of any damage if required.

Signed:

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To make a claim, please note:

- You must wait **28 days** from posting before submitting this form for any item which you believe to be lost.
- If your item was posted **more than 80 days ago** we will not accept any claim.
- We do not cover any items posted with a free returns label. You should contact the provider of the label to claim.

What we need from you:

- Receipt.
- E-mail confirmation of purchase.
- Online screenshot of item value.
- Damage claims must be supported by photographic evidence.

5. Use the space below to provide any additional details relating to the claim

6. Please help us by attaching these documents where relevant:

- | | | |
|--|--|---|
| <input type="checkbox"/> All original posting receipts | <input type="checkbox"/> Post office receipt | <input type="checkbox"/> Envelope or packaging for damage |
| <input type="checkbox"/> Certificate of posting | <input type="checkbox"/> Photos of Damage | <input type="checkbox"/> Proof of contents value |
| <input type="checkbox"/> Estimate for repair | <input type="checkbox"/> Other paperwork to support your claim | |