

Please print this form off and complete the section in red, return options at the bottom of this form. This form can not be completed online as Unfortunately we require a signature (but scanning a completed form and emailing is acceptable)

DATE _____ (must be 15 working days after despatch date)

Order No: _____

CUSTOMER NAME _____

ADDRESS _____

TOWN _____

POST TOWN _____

POSTCODE _____

Dear Sir/Madam:

You have contacted **Prepaymania Limited** about an item of mail containing mail order goods, which are described as :- (Please enter description of goods below)

which was sent to you on _____ (**Approx date of dispatch**).

It would help my enquiries if you would kindly answer the questions below.

The details requested below do **NOT** refer to any replacement that may have been sent to you since the original was reported missing.

Has the packet been received yet? Yes No If yes, what date:

Have you contacted the sender? Yes No If yes, what date:

Have you contacted Royal Mail? Yes No If yes, please provide details: _____

Name: **Signature:**

Date:

Please sign and date this letter and return it to me **within the next 10 working days**, to the address in the top right hand corner alternatively you can scan the completed form and email to claims@prepaymania.co.uk or fax on 01782 646613

Once received and confirmed. We can then initiate a refund or a replacement item.