

Dear Customer,

We are sorry to hear that you have not yet received your parcel. As you have informed us that your parcel has not been received at the delivery address, we understand that you wish to claim reimbursement for the parcel contents.

For us to investigate and process your claim for the undelivered parcel, please complete the details below in full. Tennis Nuts reserves the right to pass the below information onto our couriers in order to assist with the investigation of this claim and by signing this form you agree to co-operate in the event of any investigation into the missing parcel.

Order Number: _____

Tracking Number: _____

Delivery Address: _____

If the parcel has been signed for, please confirm if the signature used is yours: YES / NO

Have you checked with neighbours and in any safe locations? (Porch, Shed, Garden etc): YES / NO

By signing the below declaration you confirm that the above order has not been received at the delivery address stated above. In addition you declare that to the best of your knowledge, the information you have provided in this form is correct and truthful. In the event that you subsequently receive any lost items, you must immediately email claims@tennisnuts.com and refund Tennis Nuts of any monies paid in reimbursement to you. Once you have completed the details in full and **hand signed** the declaration, please send the form using one of the following methods;

1. Send your form via email to claims@tennisnuts.com
2. Post your form to: AMT Sports, Unit 1 Amersham Commercial Park, Raans Road, Amersham, HP6 6FT.

Customer Name: _____ Signature: _____

Date: _____