

Enquiry form for missing, damaged or delayed items

An Post Customer Service Centre, GPO, Dublin 1



PLEASE USE BLOCK CAPITALS

1

Your details

Name

Address

Phone

Fax

Sender

If same as above (please tick)

Name

Address

Addressee

Name

Address

2

Description of posted item

(Please tick box where applicable)

Letter

Large Envelope/Parcel

Parcel

Periodicals/Newspapers

Weight (if known)

kg

Posting details

(Please tick box where applicable)

Standard Post

Registered Post

Express Post

Express Post with signature & insurance

Courier Post

Passport Express

Bar-coded items

Recorded identifier number

X

X

1

2

3

4

5

6

7

8

9

X

X

Claim amount (if applicable)

€

IMPORTANT

In the case of bar-coded items, include copies of Post Office receipts, certificates or counterfoils.

Item was posted at a :

Postbox

Post Office

Collection

Location / Street name

Fee/Postage Paid

€

DISCLAIMER

Compensation is payable within specified limits in respect of missing or damaged insured items and does not apply to items sent by Standard Post or Express Post. There is no compensation payable for consequential loss.

3

Details of enquiry

Posting date

D

D

M

M

Y

Y

Missing

Part missing

Damaged

Delayed

If the item is declared missing, has the addressee confirmed non receipt?

Yes

No

Damaged or delayed item

Date delivered

D

D

M

M

Y

Y

In the case of delayed or damaged items, please attach the envelope or wrapping to confirm postal method and postage paid.

Contents

Describe below the contents of any damaged or missing items as applicable.

Postal Money Orders

If this enquiry concerns a missing Postal Money Order, please give details below.

Postal Money Order Enclosed

Value of Order

€

Payee

Serial No.

4

Signature

Signature

Date

D

D

M

M

Y

Y

FOR OFFICE USE ONLY

Enquiry Number

L

P

B

C

Customer No.

New Customer

(please tick)

BCR 05/06

M58

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An Post Customer Service Centre, GPO, Dublin 1

Please complete this form for missing, damaged or delayed items. Enter all appropriate information as it is important to provide as much information as possible to help us make a full investigation.

An Post is committed to providing its customers with the best possible quality of service. By bringing to our attention those rare occasions when we get it wrong you are helping us to improve the service we provide to you.

All relevant documentation should accompany this form in order to expedite our enquiries.

If your enquiry concerns an item sent by one of our bar-coded services, our Track and Trace system will enable us to track your item at every stage of its journey within Ireland. Customers can track items on www.anpost.ie

However, if your enquiry concerns an item (letter, large envelope or packet) sent by Standard Post, our ability to track the item is constrained by the fact that items sent by this service do not have unique identifiers. Nonetheless, we want to hear from you if you are not fully satisfied with any of our services.

CHECK LIST

- ☐ Post Office receipt (for bar-coded items)
- ☐ Envelope (for delayed letters)
- ☐ Packaging (for damaged items, you should also retain the damaged contents for inspection)
- ☐ Documentary evidence of contents (for claims involving insured items)

When completed, this form should be forwarded to:
An Post Customer Services, Ground Floor, GPO, FREEPOST, Dublin 1

**For phone enquiries, please call the
Customer Service Centre on 1850 57 58 59**