



## CUSTOMER NON-RECEIPT OF GOODS STATEMENT

Claimant Name	
Address	
Delivery Address (if different)	
Phone Number	
Order Number	
<b>Have you claimed for missing goods before? YES / NO</b>	
If yes, please give details	

### **DECLARATION OF NON RECEIPT OF GOODS**

I, the above named, confirm that the goods listed below, ordered from RAC Online Shop, on the date \_\_\_\_\_ have not been received. I confirm that I have checked with my household / neighbours and confirm they have not received the goods. I confirm that I have checked with my local Royal Mail Collection office that they have not held the item as undelivered.

I agree to co-operate with the company in the event that an investigation is carried out.

<b>LIST OF GOODS NOT RECEIVED</b>	
Item 1	
Item 2	
Item 3	

I agree that the above statement and declaration is true to the best of my knowledge. I understand that making a false statement can lead to prosecution.

Customer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**CLAIMS MUST BE RETURNED WITHIN 28 DAYS OF RECEIPT OF THIS FORM. CLAIMS OUTSIDE THIS DEADLINE WILL BE REJECTED. WE INVESTIGATE ALL CLAIMS OF NON-DELIVERED GOODS WITHIN 7 DAYS.**

Please return your completed declaration to:  
RAC Online Shop Customer Services c/o Internova UK Ltd, Provident Works, Newdigate Street, Nottingham. NG7 4FD | Tel: 0800 9520089