

We are sorry to hear that your item has not arrived to date. In order to deal with your claim, please read, complete and return the declaration below. A replacement will only be issued upon receipt of a signed, fully completed, claim form. Refunds will not be granted for lost parcels. This does not affect your statutory consumer rights.

With an increased amount of online fraud we need to ensure that the Company's interests are protected as well as your own. If after investigating the case with the Royal Mail, it is found that the original parcel was delivered we reserve the right to take legal action to recover our losses. Unfortunately there are a growing number of online buyers that will make fraudulent claims for their own financial gain. We appreciate that your claim is genuine but unfortunately due this growing trend of fraudulent claims. A replacement parcel will only be dispatched upon receipt of our signed declaration.

Please do not be offended by this approach, which is unfortunately necessary to deter fraudulent claims and protect the interests of genuine claimants, like yourself.

Please note that we cannot issue a replacement until your signed declaration has been received, by post, **together with a receipt confirming proof of purchase** e.g. payment confirmation. All of points 1 – 5 below should be completed. Please ensure that a daytime contact number is provided, as this is the Royal Mail's preferred method of contact, Mon – Fri 9am – 5pm. Failure to supply full details will result in your claim being delayed. We will deal with your claim within 24hrs of the form being returned to the following freepost address:

**FREE POST RRHC LTEL ZSJT  
DSN  
PO BOX 802  
HORSHAM  
RH12 9DS**

#### **Lost Parcel Declaration**

I confirm that order number \_\_\_\_\_ purchased from Discount Satellite Navigation Ltd was not received having been shipped to my address below. I have contacted my local Royal Mail depot and the parcel is not being held by the depot following attempted delivery.

In the event of the item arriving after a replacement has been received, I will contact Discount Satellite Navigation Ltd and return the duplicate. I understand that Discounts Satellite Navigation Ltd will raise a claim with the Royal Mail who will investigate the loss. If contacted by the Royal Mail, I will assist them with their enquiry. I also understand that Discount Satellite Navigation Ltd reserves the right to take legal action to recover their losses if I make a fraudulent claim.

I understand that my details will be passed to the Royal Mail in order to process the claim and may be stored by the Royal Mail to prevent potentially fraudulent claims against the Royal Mail.

1. Name:
2. Address:

3. Daytime telephone number (Requirement for claim Royal mail will call around 50% of claimants to ensure item was lost):

4. User name if purchased via Ebay
5. Signed & dated:

**Don't forget to post back with receipt/proof of purchase.**