

# LOUNGE

## Client Services

### DECLARATION OF DAMAGE

*If this document is not returned, signed and dated, to Lounge within 7 days, this will be considered as confirmation that the consignee has received the goods and the investigation will be concluded.*

**Customer Name**

**Address Line 1**

**Address Line 2**

**City**

**Postcode/Zip**

**Country**

**Order Number**

**Tracking Number**

**Today's date**

*We acknowledge receipt of your claim advising that you have received a damaged parcel.*

*Please complete this form and return to us via email to confirm that you wish to continue with the investigation.*

- ☐ I wish to confirm receipt of a damaged parcel linked to the above tracking number.
- ☐ I confirm that I have checked the parcel for these items and they are not present within the parcel.
- ☐ I have checked around my property extensively and have not found the items.
- ☐ I confirm that this statement is true and accurate in every respect.
- ☐ I understand that making a false statement could lead to prosecution.

**Date:**

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**Printed name:**

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**Signature:**