



The Customer must notify the Company of any loss or damage giving rise to a claim within 14 days of the date of dispatch of such loss or damage and confirm it by notice in writing within 28 days of the date of dispatch otherwise than on a delivery receipt. If the Customer fails to do so, the Company shall not be liable for any loss or damage, save and except where the Customer proves that it was not reasonably possible for the Customer to advise the Company or make such claim in writing within the time limit applicable and such advice or claim was made within a reasonable time. In any event any claim made by the Customer must be made (including provision of accurate and complete proof of loss evidence as requested by the Company) within three months from the date of dispatch. In the event of a claim for damage, the Customer must ensure that the Consignment or relevant Parcel (as applicable) and its packaging is held for inspection at the delivery point or is otherwise made available for inspection by the Company or the Customer will provide photographic evidence of such damage with the claim form. A payment of any claim by the Company shall be in full and final settlement of such claim

客户必须在发货之日起 14 天内通知本公司任何引起索赔的损失或损坏，并在发货之日起 28 天内以书面通知确认，发货收据除外。如果客户未能这样做，公司不会承担任何损失或损害。除能证明在正常不可能情况下，客户的任何索赔必须在发货之日起三个月内提出(包括提供本公司要求的准确和完整的损失证明)。在发生赔偿损害，客户必须确保货物或相关包裹(如适用)和它的包装是在交付点进行检查或另有供检验的公司或客户提供摄影的证据。公司对任何索赔的支付应是根该损害索赔表单索赔的全部和最终结算。

Claims to be e-mailed to 请发邮件至: laposteclaims@ttkeurope.com

(下方表格中*为必填项)

Date of Claim *取赔日期:	2021-09-13	Order Ref *訂單編號	EN004****15FR	Carrier Consignment Code 承运人委托代码	
Date of Dispatch: *发货日期:	2021-08-20	Custom 1 Ref 海關編號		Destination Country 目的地国家	China

Nature of Escalation / Claim *升级/索赔的性质	Lost (备注说明: 包裹索赔性质一般包括 Damage 、 Lost , 可根据实际情况选择填写。 Damage 指包裹签收时外包装出现严重变形或破损, 且在签收时须保留相应证据, 具体认定结果以承运商口径为准; Lost 指包裹丢失)
Last scan on date parcel (inc unallocated) *包裹的最後掃描日期(inc 未分配)	2021-08-20
Contact Information for Retailer: 零售商联系信息: Name: 名称: Telephone:	

电话: Email 电子邮件	
Product Cost Value (Please attach purchase invoice reflecting cost price) *产品成本价值 (请附上反映成本价的购货发票)	£ 100
Further Information 进一步的信息 (Optional)	

Outcome 结果

Date Claim handed to Finance Team 提交给财务团队的索赔日期	
Signed: *签名:	Emma Chen
Print Name *正階名字	Emma Chen

