

BackMarket

Documents required to open a transport investigation

CERTIFICATE OF NON-RECEIPT OF AN ORDER AND COMMITMENT TO REFUSE THE DELIVERY

Name of the receiver of the package :

Address :

Postcode : City :

Country :

Order ID	Merchant concerned
Parcel ID	Carrier concerned
Content of the parcel (model, brand, IMEI / serial number)		

I hereby dully swear that I have not received the mentioned order :

- The package is indicated as “delivered” by the carrier's tracking but I have never signed the delivery proof. I have filled a police complaint for theft or identity theft
- The package is declared « lost » by the carrier.

I undertake on my honour, under the condition that my order has been refunded or re-sent, to refuse the package if the carrier tried to deliver it anyway

If nevertheless the package was delivered to me, I agree to notify Back Market and return the package to the merchant with the return label that will be provided to me within 5 working days maximum from receipt of the label.

Date : / /

Signature