

# 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 : .....

Order ID : .....

Merchant Name : .....

Carrier concerned : .....

I hereby certify on my honour that I have not received the mentioned order :

- The package is marked « delivered » but I have never signed the delivery note.
- The package is declared « lost » by the carrier.

I undertake on my honour to refuse the package if the carrier tried to deliver it despite everything.

If ever I receive the package, I commit to tell to Back Market and return the package under 5 days with the return label given by the merchant.

Date : ..... / ..... / .....

Signature