

BackMarket

Documents required to open a transport investigation

CERTIFICATE OF NON-RECEIPT OF A CONFORMING 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 duly swear that I have not received the mentioned order:

- The package is declared "lost" by the carrier / the tracking link has shown no movement of the package for at least four working days
- 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 arrived empty
- I received the wrong product

I undertake on my honour, under the condition

- of the refund of my order
 - of a new shipment of my order
- to refuse the package if the carrier tried to deliver it anyway

If nevertheless the package is 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