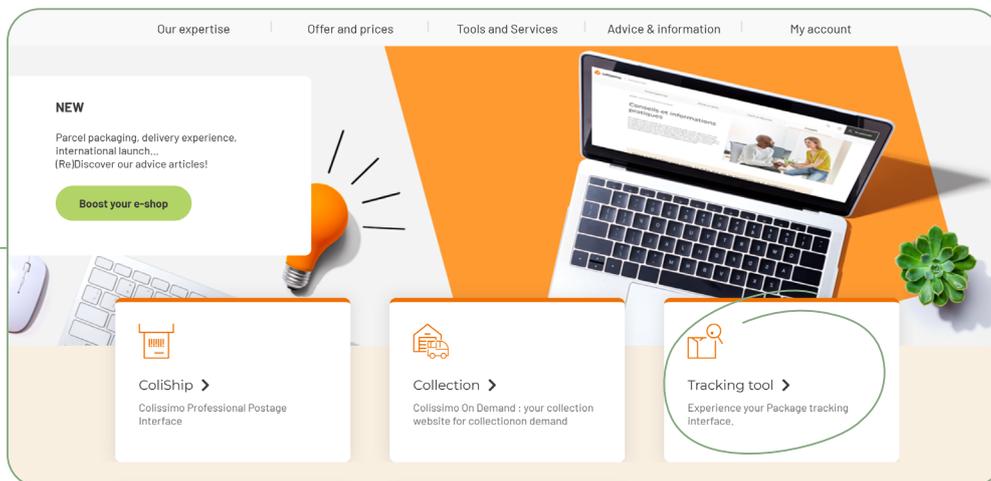


# How do I submit a claim or request to Customer Service?



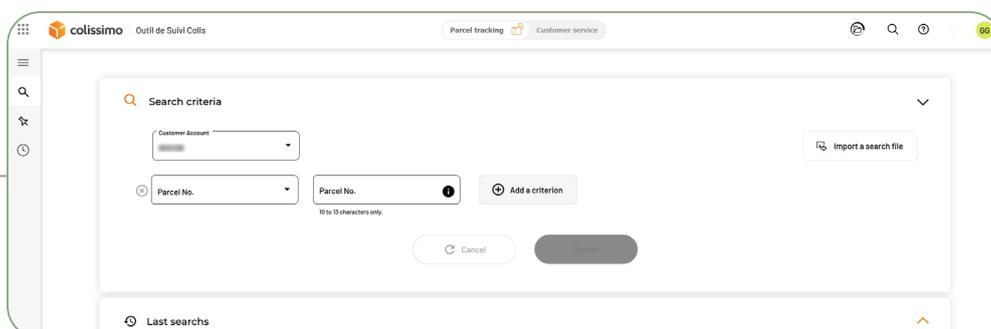
1

Log in to your Colissimo Box and click on « **Tracking Tool** »



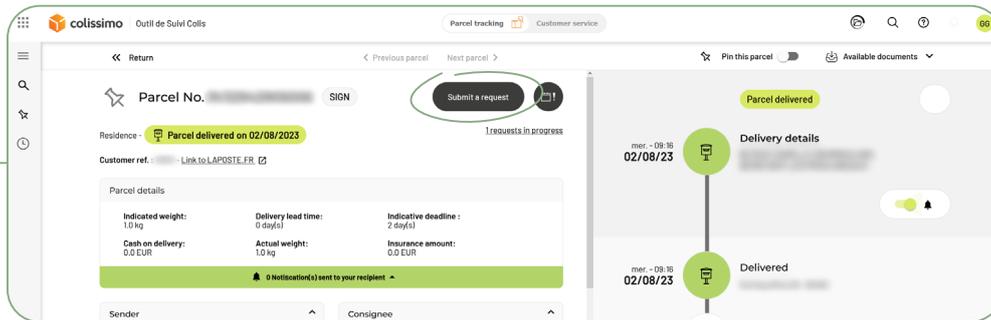
2

In the **search criteria**, enter your parcel number, a search period or any other necessary criteria



3

Select the parcel you are looking for from the list of results to access the parcel tracking form, then click on « **Submit a request** »



4

Choose the **reason for your request** from the drop-down list (COD undelivered, Return to sender disputed, etc.), which appears in order to file your claim



## TIPS

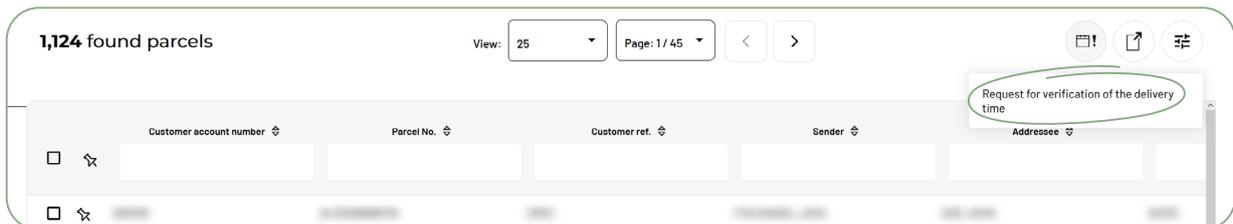
Please enclose the sales invoice for the contents of the parcel to ensure that your request is processed quickly and efficiently:

**Delivery dispute for parcels delivered with signature** → please enclose a signed certificate of non-receipt and a copy of the recipient's identity card

**Damaged parcel** → if possible, a photo of the parcel's packaging, contents and clearly visible label

## SPOTLIGHT ON LATE DELIVERY

You can select several parcels and then click on the « **Request for verification of the delivery time** » icon, or click directly to make a **request for all search results**



→ Your request will be instantly forwarded to Colissimo Customer Service



## CONTACT US



### IT support and assistance

For all your technical queries:  
integration, labeling and tracking solutions

**0 241 742 088** Free service + price call

Monday to Friday (excluding public holidays) 8am to 6pm



### Customer service

For all your post-shipment queries

**0 825 878 888** Service 0.20 € / min + price call

Monday to Friday (excluding public holidays) 8am to 6pm