

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



4 Last searchs

SOLUTIONS

BUSINESS

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

=	Return		Previous parcel Next p	parcel >		S≿ Pir	this parcel	🔄 Availal	ole document:	. Y
٩	🏠 Parcel No.	SIGN	Subm	it a request			Parcel delivered			
L L	Residence - Parcel delive	ared on 02/08/2023		1 requests in progress	mer 09:16		Delivery details	5		
	Customer ref. : - Link to LA	POSTE.FR			02/08/23	Ŧ				
	Parcel details									
	Indicated weight: 1.0 kg	Delivery lead time: 0 day(s)	Indicative deadline : 2 day(s)							•
	Cash on delivery: 0.0 EUR	Actual weight: 1.0 kg	Insurance amount: 0.0 EUR							
	🌲 0 Notification(s) sent to your recipient 🗢				mer 09:16 02/08/23	Ŷ	Delivered			
	Sondor	^	nsignee	^		T				

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

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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 \rightarrow please enclose a signed certificate of non-receipt and a copy of the recipient's identity card

Damaged parcel \rightarrow 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**

	1,124 found parcels		und parcels	View:	View: 25 • Page: 1/45 • < >			of the delivery
_		ৢ	Customer account number 🗢	Parcel No. 🗢	Customer ref. 🗢	Sender 🗢	time Addressee ≎	Â
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ightarrow Your request will be instantly forwarded to Colissimo Customer Service





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