

Declaration of Non-Receipt of Delivered Goods

Customer Information:

Full Name: _____

Tracking Number: _____

Purchase Date: _____

Shipping Address: _____

Section 1: Declaration of Non-Receipt

I, the undersigned, hereby declare under oath that I have not received the goods associated with the aforementioned tracking number, despite the tracking information indicating that the product has been delivered.

Customer Signature: _____

Section 2: Investigation Procedure

By signing this declaration, I acknowledge and agree to the following:

1. Initiation of Investigation:

I understand that upon submission of this declaration, VERA ITALY will initiate a formal investigation involving the relevant courier service and, if necessary, the appropriate legal authorities.

Customer Signature: _____

2. Cooperation:

I agree to fully cooperate with VERA ITALY, the courier service, and law enforcement agencies during this investigation, including providing any additional information or evidence necessary to locate the missing goods.

Customer Signature: _____

3. Refund Policy:

I acknowledge that any refunds related to this order will only be processed after the investigation has commenced and within 14 days of VERA ITALY receiving this signed declaration.

Customer Signature: _____

Section 3: Legal Implications

By signing this declaration, I confirm that I have taken all reasonable steps to locate the delivered goods, including but not limited to:

☐ Checking with Neighbors: I have checked with my neighbors to see if they have received the package on my behalf.

☐ Checking Delivery Location: I have carefully checked the delivery location and surroundings for the package.

☐ Understanding Legal Consequences: I understand that providing false information in this declaration constitutes a criminal offense under UK law, specifically under the Fraud Act 2006, and may result in legal prosecution, including fines and imprisonment.

Customer Signature: _____

Section 4: Final Declaration

I hereby declare that the information provided above is, to the best of my knowledge, truthful and accurate. I understand that VERA ITALY may take legal action, including involving the police, if any part of this declaration is found to be untrue.

Customer Signature: _____

On (date): ____ / ____ / ____
 day month year

Please return this completed form within 7 days of receipt to the Legal Compliance and Fraud Prevention Department of VERA ITALY at the email address shop@vera-italy.co.uk.

Note: Failure to return this form may result in the refusal of any refund or other action by VERA ITALY.

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