

Useful tips for proving your claim

POSTRS is an independent complaint review body, whose role is to resolve disputes between licensed postal operators and their customers.

We do not hold hearings like a court, so we can only take into consideration the evidence that customers send us in support of their complaints. Our adjudicators are trained to consider all of the documentary evidence that is provided, in order to reach fair and impartial decisions. Customers should be aware that any allegations of criminal activity (for example fraud or theft) cannot be dealt with under the adjudication process.

In order to prove their claim a customer must provide, together with their statement of what has happened, whatever evidence they can to show that their postal service provider (the PSP) failed to meet the terms and conditions applying to the service or product they used, causing the customer to suffer some loss, damage or inconvenience.

Of course the customer must also show what they did to comply with the required terms and conditions when they used the postal service.

Below are some examples of evidence you can offer which we will be able to take into account when making a decision on your claim:

- In any claim for compensation a customer will need to provide, as a minimum, **evidence of posting and evidence of the value** of the item posted, where value is relevant to the claim.
- **Evidence of posting** may be a postage receipt and / or certificate of posting, or some other document which proves that your item entered the PSP's network.
- **Evidence of value** may be a receipt, a bank statement, an independent valuation etc.
- **Evidence of non receipt:** In some cases, where you dispute receipt of an item being delivered, you must provide evidence which proves that you did not sign for an item or that you were not available to acknowledge receipt.
- **Service:** You should have used the correct service to send your item. For example money, jewellery and vouchers should have been sent using the appropriate service.
- **Compensation:** You can only receive compensation to the value of your item or to the maximum payable under the service used. If you sent a high value item, you need to show that you used a service that provides compensation cover to that value.

- **Consequential loss:** Most services provide compensation for actual loss only - being the loss or actual damage to the item. If you seek compensation for other losses which arise as a consequence, you should have purchased this additional compensation cover and provide proof of having done so.
- **Restricted / Prohibited items:** The PSP will have its own list of items that cannot be posted, that would normally be explained in their terms and conditions. Individual countries will also have separate rules. You will need to check whether there were any restrictions or prohibitions on posting your item with the PSP and / or the relevant overseas authority. The PSP may publish such information, for example on their website.
- **Packaging:** You must have packaged your item in accordance with the PSP's terms and conditions, including any requirement to mark the packaging to show that the item you posted was fragile. You should be able to provide evidence of how your item was packaged, if requested. The item and packaging itself should be provided if available, however, photographic evidence may also be used as evidence in some circumstances.
- **Address:** You must have addressed your item correctly and in accordance with the PSP's terms and conditions.
- **Compensation for complaint handling:** A customer must provide evidence to support any such claim, for example: copies of correspondence sent between the customer and the PSP; details of any calls made to the PSP, including any reference number; details of emails sent and received. If you claim that the PSP did not respond to your complaint or misapplied its own complaints process then you should provide relevant evidence to show the circumstances.

If you need more help see our [case studies](#) or contact the POSTRS Administrator on 020 7520 3766 or email info@postrs.org.uk. If you are hard of hearing and have a text phone call 020 7520 3767.