Carrier claim file

Parcel damage

File case_ec96350b-87c7-4c36-b8d2-39a57755f376 | prepared on 27 October 2026

CLAIMANT (SENDER)

Company	Maison Demo (demo merchant)
Address	12 rue de la Démo, 75011 Paris, France
E-mail	claims@maison-demo.example

CARRIER AND SHIPMENT

Carrier	Colissimo (La Poste)
Service	Colissimo Domicile sans signature
Tracking number	6A99001001001
Order	#1001
Order date	22 October 2026
Delivery	26 October 2026
Recipient	Camille Laurent, Lyon (FR)
Weight	2.3 kg
Value of the contents	€58.00
Hand-thrown stoneware vase, tall	€58.00 (SKU VASE-TALL-SAND)

DESCRIPTION OF THE DAMAGE

Reported on	27 October 2026
Item concerned	Hand-thrown stoneware vase, tall
Type	product broken or damaged
Severity	product beyond repair

Observations from the photos:

- white ceramic vase in many shards inside open cardboard box
- box flaps open, handwritten note taped inside lid

COMPENSATION BASIS

- Terms applied: Colissimo (La Poste).
- Item concerned: Hand-thrown stoneware vase, tall, value €58.00.
- Weight rate: €23.00 per kg x 2.3 kg = €52.90.
- Cap: €690.00 per parcel.
- The maximum compensation is the lowest of these amounts: item value €58.00, weight rate €52.90, cap €690.00.

Maximum compensation claimed: €52.90

Sources: Colissimo Entreprise general terms, Contrat Facilite (edition of 2020-12-08; clauses on standard indemnity and 12-month limitation read) (https://www.colissimo.entreprise.laposte.fr/sites/default/files/2021-03/cgv-contrat-facilite.pdf, checked on 2026-10-27); French Commercial Code, art. L133-3 (3-day protest after receipt, carrier liability) (https://www.legifrance.gouv.fr/codes/article_lc/LEGIARTI000021486442, checked on 2026-10-27)

DEADLINES

Reserve deadline	29 October 2026, 21:51 (Paris time)
Claim deadline	22 October 2027, 22:51 (Paris time) (360 days left)

ATTACHMENTS

- Photos of the parcel and the product: 1
- Purchase invoice of the contents: to be attached by the merchant (not included in this file)

SIGNATURE

Signed at _____, on ____ / ____ / _____

Merchant's signature and stamp:

_____

Photographs



Photo 1: outlined by SAM 3.1 (the item or its pieces, not a damage verdict)