Carrier claim file

Parcel damage

File real_demo-1-vase-broken | 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	white ceramic vase
Type	product broken or damaged
Severity	product beyond repair
Packaging	suited to the contents

Observations from the photos:

- white ceramic vase shattered into many fragments inside open cardboard box
- crumpled kraft paper cushioning visible around shards
- cardboard box flaps open and appear intact
- handwritten note 6A99001001001 on box flap matches carrier tracking number

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, 21:21 (Paris time)
Claim deadline	22 October 2027, 22:21 (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)