Carrier claim file

Parcel damage

File real_demo-3-photo-blurry-followup-910ee059 | prepared on 28 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 avec signature
Tracking number	6A99001003003
Order	#1003
Order date	23 October 2026
Delivery	27 October 2026
Recipient	Ines Moreau, Lille (FR)
Weight	3.1 kg
Value of the contents	€129.00
Brass table lamp with glass shade	€129.00 (SKU LAMP-BRASS-GLASS)

DESCRIPTION OF THE DAMAGE

Reported on	27 October 2026
Photos added on	28 October 2026 (simulated demo reply, AI-generated photo)
Item concerned	brass table lamp with glass shade
Type	product broken or damaged
Severity	major damage
Packaging	suited to the contents

Observations from the photos:

- Long crack running through white glass lampshade
- Chip missing from rim of shade with loose glass shards on packing paper
- Brass lamp base appears intact inside open cardboard box with crumpled brown paper
- New sharp daylight photo consistent with earlier blurry photo of lamp in box

COMPENSATION BASIS

- Terms applied: Colissimo Domicile with signature.
- Item concerned: Brass table lamp with glass shade, value €129.00.
- Weight rate: €33.00 per kg x 3.1 kg = €102.30.
- Cap: €990.00 per parcel.
- The maximum compensation is the lowest of these amounts: item value €129.00, weight rate €102.30, cap €990.00.

Maximum compensation claimed: €102.30

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	30 October 2026, 02:02 (Paris time)
Claim deadline	23 October 2027, 04:02 (Paris time) (359 days left)

ATTACHMENTS

- Photos of the parcel and the product: 2
- 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: original photo

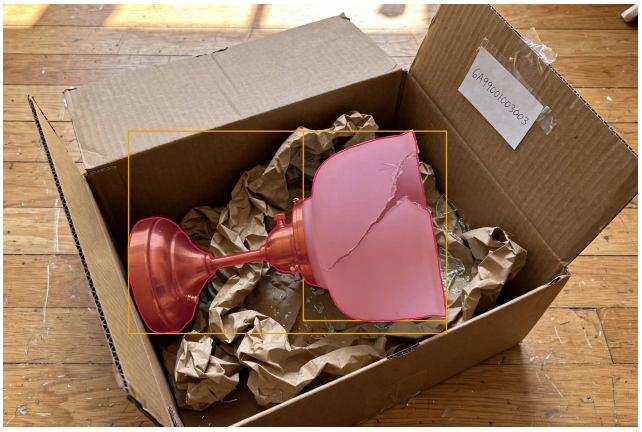


Photo 2: outlined by SAM 3.1 (the item or its pieces, not a damage verdict)