Carrier claim file

Partial loss (parcel delivered open)

File real_demo-4-opened-missing | 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	Mondial Relay
Service	Mondial Relay Point Relais
Tracking number	99100404
Order	#1004
Order date	22 October 2026
Delivery	26 October 2026
Recipient	Lucas Petit, Bordeaux (FR)
Weight	2.6 kg
Value of the contents	€84.00
Stoneware espresso cups, set of 4	€48.00 (SKU CUPS-ESP-SET4)
Matching saucers, set of 4	€36.00 (SKU SAUC-ESP-SET4)

DESCRIPTION OF THE DAMAGE

Reported on	27 October 2026
Item concerned	Matching saucers, set of 4
Type	item missing
Severity	major damage
Packaging	suited to the contents

Observations from the photos:

- Carton ouvert avec scotch déchiré
- 4 tasses emballées présentes dans le calage de gauche
- Cale de droite avec 4 alvéoles vides correspondant aux soucoupes manquantes
- Photo prise au comptoir du point relais, étiquette 99100404 visible

COMPENSATION BASIS

- Terms applied: Mondial Relay (Offre Start).
- Item concerned: Matching saucers, set of 4, value €36.00.
- Flat rate: €25.00 per parcel.
- Cap: €25.00 per parcel.
- The maximum compensation is the lowest of these amounts: item value €36.00, flat rate €25.00, cap €25.00.

Maximum compensation claimed: €25.00

Sources: Mondial Relay general terms, Offre Start (updated 2025-09-01; 25 EUR per parcel and 72 h clauses read) (https://www.mondialrelay.fr/media/125872/20250901-france-offre-start-conditions-g%C3%A9n%C3%A9rales-de-vente-fr.pdf, checked on 2026-10-27); Mondial Relay recipient FAQ, my parcel is damaged (refuse the parcel) (https://www.mondialrelay.fr/faq/recevoir-un-colis/mon-colis-est-abime-que-faire/, 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, 11:35 (Paris time)
Claim deadline	29 October 2026, 11:35 (Paris time) (1 day 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)