Carrier claim file

Parcel damage

File real_demo-5-expensive-escalation | 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	Chronopost
Service	Chronopost Chrono 13
Tracking number	XW990010051TS
Order	#1005
Order date	24 October 2026
Delivery	26 October 2026
Recipient	Sofia Rossi, Strasbourg (FR)
Weight	0.95 kg
Value of the contents	€349.00
Studio wireless headphones	€349.00 (SKU AUDIO-HP-STUDIO)

DESCRIPTION OF THE DAMAGE

Reported on	27 October 2026
Item concerned	Studio wireless headphones
Type	product broken or damaged
Severity	major damage
Packaging	cannot be assessed from the photos

Observations from the photos:

- left ear cup outer shell shattered with large hole and cracks
- left hinge bent with exposed metal and wires
- cardboard shipping box heavily dented and crushed on side

COMPENSATION BASIS

- Terms applied: Chronopost (professional terms).
- Item concerned: Studio wireless headphones, value €349.00.
- Flat rate: €250.00 per parcel.
- Cap: €250.00 per parcel.
- The maximum compensation is the lowest of these amounts: item value €349.00, flat rate €250.00, cap €250.00.

Maximum compensation claimed: €250.00

Sources: Chronopost general terms of sale, professionals (online page, undated; limits and 3-day claim deadline read) (https://www.chronopost.fr/fr/conditions-generales-de-vente-professionnels, 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, 19:36 (Paris time)
Claim deadline	29 October 2026, 19:36 (Paris time) (2 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)