

We understand that packages can be lost or damaged during the shipping process, which is why we've made it even easier to file a lost package claim! All insured parcels are insured by a third-party insurance company who will investigate your claim on your behalf. Claims can be filed faster than ever, and at a lower cost to the purchaser.

If you've purchased insurance at the time of shipment, just follow these steps:

1. Contact CDROMUSA: Most packages, with the exception of Airmail (International) packages, can be tracked to some degree online. If you don't have your tracking information available, or need information on how to track your package online, contact us for more details.

If your parcel has not been delivered after 30 calendar days from the shipment date (45 days for international packages), less than 90 days have passed since the shipping date, and there is no delivery information available online, you are eligible to file a claim.

2. Consignee Affidavit: The consignee fills out the consignee affidavit form (page 2), and return the completed form to CDROMUSA after the waiting period has elapsed. You can mail or fax the completed form. We recommend faxing for faster processing. **All fields must be completed**, except for the "Claim ID" field, which is left blank.

Return the form to:

Compu Data
14730 Firestone Blvd Ste 315
La Mirada, CA 90638
United States
FAX: 866-215-4570

3. Insurance Processing: Once we receive a completed affidavit, an insurance claim will be filed with our insurance company. Most claims take 2 to 7 business days to fully process. Claims will be settled in the form of a payment refund, unless otherwise requested.

Consignee Affidavit for Lost or Damaged Parcels

To Be Filled Out by
Compu Data
Policy ID: 311974
Claim ID: _____

Consignee Information:

Name: _____

Address: _____

City: _____ State/Province: _____ Zip Code: _____

Phone Number: _____

E-Mail Address: _____

Claim Details:

Claim For (Circle One): Loss Damage Shortage

Carrier Name & Service: _____

Date Parcel Mailed: _____

Date Parcel Received or Loss Discovered: _____

Purchase Price: \$ _____

Claim Total Amount (Include Shipping): \$ _____

Package Contents: _____

Invoice/Auction/Reference #: _____

If claim is for damage, please describe, state whether or not repairable, and attach a picture of the damage: _____

Consignee Statement:

I certify that the information above is correct and truthful. I understand the consequences of fraud as described below.

Warning: Any fraudulent claims will make the shipper and/or consignee liable for any prosecution for mail fraud under federal crime code. The submission of a false, fictitious or fraudulent statement may result in imprisonment of up to 5 years and a fine of up to \$10,000.00 (18 USC 1001). In addition, a civil penalty of up to \$5,000.00, and an assessment of twice the amount falsely claimed may be imposed (31 USC 3802).

Signature

Date

Printed Name