DECLARATION OF HONOR REGARDING NON-RECEIPT OF PARCEL

*TO BE COMPLETED AND SENT TO YOUR SENDER**

Recipient:

- Last Name:
- First Name:
- Delivery Address:

- Phone Number:
- Email Address:

Additionnal Information:

- Sender:
- Shipping Date:
- Tracking Number:

I, the undersigned, , hereby declare on my honor that I received the above-mentioned package(s) N°
, which contained the following items:

Please describe the circumstances surrounding the delivery that you did not receive, providing as much detail as possible (communication from the carrier, date, delivery method chosen, etc.) as well as what happened during the delivery/pickup process (day, time, SMS or email notification, etc.):

Following the notification of a potential delivery issue, please provide detailed information about the steps you have taken to try to resolve the issue (contacting the shipping company, contacting the seller, date, time, etc.):

** The party from whom you placed your order*

Declaration on Honor – Receipt of Non-Receipt Package

If the package is delivered to me at a later date, I promise to inform company **xxx** and/or Claisy about it by any means possible.
I am aware of the provisions of Article 441-7 of the French Penal Code, which penalizes the issuance of a statement containing materially false information, as stated below:
"Issuing a statement or certificate containing materially false information is punishable by one year of imprisonment and a fine of 15,000 euros."

Date:

Location:

Signature: Company Stamp *(professionals only):*

I have been informed that the personal data provided in this declaration will be processed for the sole purpose of reviewing my claim.
In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR), and the French "Informatique et Libertés" Law No. 78-17 of 6 January 1978 (as amended), I have the right to access, rectify, and, where applicable, request the erasure of my data by contacting:
Claisy – Legal Department – Data Access Requests
Attn: Data Protection Officer
4 rue du Rendez-Vous - 75012 Paris, France

These rights may also be exercised by email at: dpo@claisy.com .
Your data may be shared with Claisy's subcontractors solely for the purpose of processing your claim.

IMPORTANT: The postal and email addresses above must be used only for requests related to personal data protection. This completed document must still be sent directly to your sender.*

** The party from whom you placed your order*