DELIVERY ERROR
ORDER & DELIVERY.

Use this form if some or all of your order has not arrived. Complete the relevant fields; leave unknown delivery details blank.

HOW TO RETURN YOUR FORM
Reply to your existing support email with all 3 pages and relevant photos.

WHAT HAS GONE WRONG?

- ☐ Whole order not received
- ☐ Some parcels missing
- ☐ Items missing from a delivered parcel

Order number

Tracking number

Customer name

Contact phone number

Email address

Delivery address & postcode

Date marked delivered (if any)

Parcels expected (if known)

Parcels received

NEED HELP? CALL GYMSETS ON 01606 668759

MISSING ITEMS
& SUPPORTING PHOTOS.

List each missing item and the quantity not received. For a whole missing order, list its items where possible.

Missing item	Quantity

EVIDENCE CHECKLIST

If any parcels arrived, send clear photos of ALL shipping labels on EVERY parcel received. This helps us check for a possible warehouse error. Attach the other relevant photos below. If no parcel arrived, tick the final option.

- ☐ Outer packaging
- ☐ ALL shipping labels on EVERY parcel received
- ☐ Contents received
- ☐ Any damage or signs of opening
- ☐ No parcel received - packaging photos are not available

PLEASE KEEP YOUR PACKAGING

Keep all packaging and labels while we investigate your delivery issue.

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CUSTOMER CONFIRMATION.

Read the declaration below, then sign and date. Complete digitally and save your PDF, or complete by hand and return clear photos of all pages.

CUSTOMER DECLARATION

- My delivery address at checkout was correct.
- The items listed on this form have not been received.
- For missing parcels: I have checked with members of my household and neighbours who may have signed for or received the goods, and the missing parcel has not been received.
- For missing parcels: I have fully checked around my property and have not located the missing parcel.
- I will inform GymSets Limited immediately if the missing items arrive or are located.
- I agree to co-operate with GymSets Limited, Loss Prevention &/or the Police in the event of any investigation into the missing items.
- I confirm this declaration is true & accurate in all respects.
- I understand that packing logs, warehouse footage, parcel weight data, courier GPS, and delivery photos may be reviewed as part of the investigation process.
- I understand that false or misleading claims may be escalated and could result in further action by GymSets and/or its associated couriers.

Customer signature / typed name

Date

Return all 3 completed pages and relevant photos by replying to your existing support email. Questions? Call our team below.

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