

CERTIFICATE OF NON-RECEIPT

Instructions: Please complete this form if your United States Mint order did not arrive or arrived with missing products. **Please return this form within 60 calendar days from the date of the order shipment. Claims received outside of the 60 day policy will be denied.**

Order #: _____
Customer Name: _____
Customer Address: _____
Telephone (Day) _____ (Evening) _____ (Mobile) _____

Description of Missing Item(s):

Quantity Ordered _____ Quantity Received _____ Quantity Missing _____

Check the statement which best describes your complaint:

_____ Order was not received at all _____ Package arrived without coins
_____ Package arrived with 1 or more coins missing _____ Disregard claim (package arrived)

Did your package arrive damaged? Please explain the condition.

Have there been any recent changes to your account information? Please explain.

Comments:

Signature: _____ **Date:** _____

Please allow approximately 4-6 weeks for review and processing. Please mail this form to the following address or fax it to the number below.

UNITED STATES MINT
CUSTOMER SERVICE CENTER
ATTN: CNR
1201 ELM STREET, STE 400
DALLAS, TX 75270

OR

Fax Number: 972-421-9801

E-mail: usmint-support@usmcatalog.com

False official statement or claims are a violation of Federal Statute and are subject to prosecution.

Revised 10/17