

## CERTIFICATE OF NON-RECEIPT

**Instructions:** Please complete and return this form within 30 calendar days after the order shipment date if your United States Mint order did not arrive, or arrived with missing products.

**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 up to 6 weeks for review and processing.** Please mail this form to the following address or fax it to the number below.

United States Mint  
9250 N. Royal Lane  
Suite 160  
Irving, TX 75063  
USA

**OR**

**Fax Number:** 972-421-9801

**E-mail:** [usmint-support@usmcatalog.com](mailto:usmint-support@usmcatalog.com)

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

**Revised 11/2022**