

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.

If applicable, have you filed a claim with the carrier?

Yes _____ No _____

If approved, please select your desired resolution:

Refund to Original form of Payment _____
Replacement (*Subject to Inventory Availability*) _____

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
CUSTOMER SERVICE CENTER
ATTN: CNR
4455 Regent Blvd
Irving, TX 75063

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.

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