

**CERTIFICATION OF NON-RECEIPT**

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

**Order #:** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Customer Address:** \_\_\_\_\_

\_\_\_\_\_

**Description of Missing Item(s):**

\_\_\_\_\_  
\_\_\_\_\_

**Quantity Ordered** \_\_\_\_\_ **Quantity Received** \_\_\_\_\_ **Quantity Missing** \_\_\_\_\_

**Check 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.

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

\_\_\_\_\_  
\_\_\_\_\_

**Comments:**

\_\_\_\_\_  
\_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Telephone (Day)** \_\_\_\_\_ **(Evening)** \_\_\_\_\_ **(Mobile)** \_\_\_\_\_

**Allow approximately 4-6 weeks for review and processing. Please forward this form to the following address:**

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

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

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