

SENDER:

UK Shop Ltd

Agissant par mandat de : Recours E-commerce

RECIPIENT:

Service Litiges Royal Mail

Fait le 26/01/2026

SUBJECT: FORMAL NOTICE FOR NON-PAYMENT OF COMPENSATION

Claim Ref: CLM-UK-001

Tracking Ref: UK987654

Madame, Monsieur,

We are writing following our claim regarding the referenced dispute. (Type : Damaged Item) - Claim Ref: CLM-UK-001 pour un montant de £45.00.

Under the Consumer Rights Act 2015 and the Carriage of Goods by Road Act 1965, the carrier is strictly liable for the loss or damage of goods from the time they take possession until delivery.

We hereby give you FORMAL NOTICE to settle this claim within 8 days. (£45.00)

Failing that, we will escalate this matter to the relevant Ombudsman.

Cordialement / Regards,

FOR AND ON BEHALF OF: THE AUTOMATED CLAIMS AGENT