

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. We are unable to process completed CNRs received more than 90 calendar days after the order shipment date.

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 3000
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 6/18