



6250 Ridgewood Road, Saint Cloud, MN 56303

We apologize that you experienced an issue with your order and understand that you did not receive some or all the products. Read this letter and complete the information below to help us process your request. **Any form that is received incomplete, including your signature, will be returned back to you and will delay the handling of this situation.**

Prior to filling out this affidavit, please double-check around your home. Your package may have been left with a neighbor, caretaker, or landlord. We also ask that you contact the carrier that delivered your package and include this information on the following page.

If you still can't find the package, let us know by completing the affidavit below. Please note we do not accept affidavits for merchandise that shows as delivered to you over 60 days ago.

If your order is more than \$300.00, signed for, or shows a valid picture on delivery we require this completed form along with a police report (also known as an incident report). If you are unable to get a copy of the police report or they will not file a police report, provide us with the officer's name, phone number and badge number so we can follow up directly on your behalf.

Send the affidavit back to us using **one** of the following methods:

- Attach the affidavit to an email and email it to: customerservice@fingerhut.com
Put the word Affidavit in the email subject line
- Fax the completed affidavit to 1-320-237-9160
- Mail the affidavit to:
 - 6250 Ridgewood Rd
 - St. Cloud, MN 56303
- If the space provided within the form is not adequate you may use the back or add additional pages.

Please allow a few days from the day you email or fax your information to us for processing. If you choose to mail the affidavit, allow 7 – 10 days for processing.

Sincerely,
Fingerhut



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AFFIDAVIT OF MERCHANDISE NOT RECEIVED

* Name: _____

* Shipping Address: _____

* 10 Digit Phone Number: _____

* Order Number: _____

* Product Description(s): _____

Check **all** items that apply (first three are required for all orders.):

I have not received the merchandise/order in dispute, and I have not received any benefit or made money from the loss of the merchandise. I agree to cooperate with law enforcement if there is an investigation.

I have checked with family members, other people at this address, neighbors, and/or caretakers and have confirmed that no one has received this merchandise/order.

I have checked with the delivery company and the response was (please provide information below and include carrier response if a picture was taken at time of delivery by carrier and available online):

My item requires a police report and I'm including a report for theft (if you don't have a police report, you must include the phone number, badge number and name of the officer you spoke with. Failure to provide this information will result in an automatic denial of your claim):



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Please select one of the following:

I would like to have my account credited when the review has been completed.

I would like the merchandise resent when the review has been completed.

PRINT NAME

SIGNATURE

DATE

5660FH

Please note that by signing and submitting this affidavit you agree to support and comply with all federal, state, and local laws. You acknowledge that the shipping company representative or postal inspector may contact you, and you agree to cooperate with any investigation related to this loss/theft.

By signing this affidavit, you agree that all information you have provided is true and accurate to the best of your knowledge. Unsigned affidavits will not be processed.