Lost Package Policy

PLEASE READ CAREFULLY

What is a "Lost Package"? A lost package is any shipment that either:

1. Has not been marked "DELIVERED" by the carrier within 20 days of the ship date, OR
2. Has been marked "DELIVERED" by the carrier but cannot be located by the intended recipient, after checking with all individuals who have access to the mailbox (i.e. family members, roommates, doorman, building manager, and co-workers).

My package is lost. What can you do for me?

As a courtesy, we will re-make a replacement of the exact same items(s) at our cost. These items will ship via the same carrier (typically United States Postal Service). We cannot issue a refund for custom items, and we cannot make any changes to the original item(s) on your order.

Please fill out our Lost Package Claim Form. We ask that you provide the address that you would like the replacement item(s) shipped to. Note that the shipment will be via United States Postal Service and this shipment is not guaranteed. Please make sure to provide an address where the package can be left safely. If you want to upgrade to UPS Ground Shipping, the cost is $15.00.

Lost Package Claim Form

_____

❏ **I certify that I have not received the package sent to me on behalf of BadgeAndWallet.com.**

❏ **I asked everyone who has access to my mailbox and the package has not been located.**

U.S.C. TITLE 18, SECTION 1001, provides: "Whoever, in any matter within the jurisdiction of any department or agency of the United States knowingly and willfully falsifies, or makes any false, fictitious or fraudulent statements or representation, or makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry, shall be fined not more than $10,000 or imprisoned not more than five (5) years, or imprisoned both".

Shipping Information:

Name: _____

Address: _____

City: _____

State: _____ **Zip Code:** _____

Signed: _____**Date:** _____
(Must be signed & dated by original purchaser)

Please email the completed form to orders@badgeandwallet.com.

If you have any questions, please call (877)404-8413.