

Statement of Non-Receipt of Order

Thank you for contacting us about your loss package. In order to process your loss claim, please sign the statement below:

Please include the date and order number.

I hereby confirm, not I or anyone in my household/business received this shipment.

Signature

Date

Order Number

- Please fill out the above areas.
- Once we receive your statement, we will file a claim on your behalf.
- Your claim number will be emailed to you.
- You will be notified via email when we receive your claim results.
- Claims usually take 14 to 21 business days to be settled.
- If you have questions, please call 1-866-746-7938 Monday thru Friday, 8 am to 5 pm PST.

Since Wet Seal is not responsible for loss or stolen packages, we cannot process a refund until we receive claim results from our shipper. We apologize for this inconvenience. We appreciate your patience while we attend to this matter.

Note: Please send fax to: Customer Service at 949-699-4781. You may also email the document back to us:

Send to: (Claims@wetseal.com).