

# FINGERHUT

**6250 Ridgewood Road  
St. Cloud, Minnesota 56303**

We apologize that you experienced an issue with your order and understand that you did not receive some or all of the products. Please complete the information below.

**(Any items with a Red Asterisk (\*) must be filled out completely).**

\* Shipping Name:

\* Shipping Address:

(Address, City, State & Zip Code)

\* 10 Digit Phone Number:

\* Order Number:

\* Product Description(s):

Prior to filling out the information above, please double-check around your home. Your package may have been left with a neighbor, caretaker or landlord. If your order was delivered to a P.O. Box, please follow up with the post office about your package.

If you still can't find the package, let us know by completing the form (also known as an affidavit) below. Please note - if your order was over \$300 or the tracking results indicate that the package was signed for, you will need to file a police report with your local police department. If you are unable to get a copy of the police report or they will not file a police report, please provide us with the officer's name, phone number and badge number so we can follow up directly on your behalf. Send this information with your completed form to us within 45 days of the date on this communication.

You have several options to get the claim form back to us:

- Attach the form to an email and email it to [customerservice@fingerhut.com](mailto:customerservice@fingerhut.com).
  - Put the word Affidavit in the email subject line.
- To include other documentation (if your order was over \$300), scan the completed form along with the other documents and attach it to an email. Send to [customerservice@fingerhut.com](mailto:customerservice@fingerhut.com).
  - Put the word Affidavit in the email subject line.
- Fax the completed form to 1-320-237-9160.
- Mail the completed form to  
6250 Ridgewood Rd.  
St. Cloud, MN 56303

Please allow a few days from the day you email or fax your information to us for processing. If you choose to mail the form, please allow 7 – 10 days for processing. We're sorry for any inconvenience. Thanks for being a Fingerhut customer.

Sincerely,

Fingerhut



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AFFIDAVIT OF NOT RECEIVED MERCHANDISE

Check all items that apply:

- | I have checked with family members, other people at this address, neighbors, and/or caretakers and have confirmed that no one has this merchandise/order.
- | I have not received the merchandise/order in dispute and I have not received any benefit (i.e. made money) from the loss of the merchandise. I agree to cooperate with law enforcement if there is an investigation.
- | I have not had a delivery problem in the past at my address.
- | I did not receive the merchandise. I know who has the merchandise and I am not able to retrieve the item(s) from them. Please provide us with their information below.

Name:

Address:

City:

State:

Zip Code:

| I have checked with the delivery company and the response was (please provide information below):

Please select one of the following:

- | I would like to have my account credited when the investigation has been completed.
- | I would like the merchandise resent when the investigation has been completed.

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