

CERTIFICATE OF NON-RECEIPT

Instructions: Please complete and return this form within 45 calendar days after the order shipment date if your United States Mint order did not arrive. If your order arrives with missing products, you may file a CNR immediately upon receipt.

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.

If applicable, have you filed a claim with the carrier?
Yes _____ No _____

If approved, please select your desired resolution:
Refund to Original form of Payment _____
Replacement (*Subject to Inventory Availability*) _____

Have there been any recent changes to your account information? Please explain.

Comments:

Signature: _____ **Date:** _____

Please allow up to 6 weeks for review and processing. Please e-mail this form to the email address below, mail to the following address, or fax it to the number below.

UNITED STATES MINT
CUSTOMER SERVICE CENTER
ATTN: CNR
4455 Regent Blvd
Irving, TX 75063

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.

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