Klarstig

# Customer Service Equipment Return

Identify the items being returned, their condition and the reason for return. The receiving team should confirm receipt and any next action.

## Contact and reference

**Organization using this document**

**Your name or contact reference ***

**Email for a reply if needed**

## Information for this document

**Original order loan or rental reference ***

**Items identifiers and quantities being returned ***

**Reason for return ***

**Condition at return ***

- ☐ Unused
- ☐ Used and working
- ☐ Damaged
- ☐ Incomplete
- ☐ Needs inspection

**Planned or actual return date ***

**Return method ***

- ☐ Drop off
- ☐ Collection
- ☐ Shipped
- ☐ To be agreed

**Requested next action ***

- ☐ Receipt only
- ☐ Replacement
- ☐ Refund review
- ☐ Repair review
- ☐ Other

**Shipment tracking or handover reference**

## Specific details

**Equipment type make and asset reference**

Complete when relevant to this request.

**Accessories missing items damage and handover arrangements**

## Operating context

**Organization branch or team concerned**

Complete when relevant to this request.

**Local requirements and constraints relevant to this document**

## Team specific details

**Customer service team queue or case reference**

Complete when relevant to this request.

### Response expectations escalation route and customer handover needs

## Limitations and what needs setup

- Submitting the form records the answers in your workspace. It does not approve, schedule, charge or reply on its own unless you add that step to the workflow.
- No payment is taken by default. Online payment needs a connected payment account and is configured separately.
- Email notifications, approval routing, document generation and connections to other systems are available but not switched on until you configure them.

### Want help tailoring this form? Free, Starter and Pro include five personal setup sessions, up to 30 minutes each, per new organization.

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