Klarstig

Customer Service Shipping Claim

Describe a loss, expense or service issue and provide the evidence supporting your claim. Submitting a claim does not establish eligibility or guarantee reimbursement.

Contact and reference

Organization using this document

Your name or contact reference *

Email for a reply if needed

Information for this document

Order policy or account reference *

Date of the event or expense *

What happened *

Amount claimed *

Currency *

- ☐ USD
- ☐ EUR
- ☐ GBP
- ☐ CAD
- ☐ Other

Other currency code if selected

Resolution requested *

Receipts photographs or other evidence

Attach separately - uploads work in the online form only.

Previous contact and reference

Specific details

Shipment reference carrier and delivery date

Complete when relevant to this request.

Packages affected condition delivery evidence and requested remedy

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.
- File uploads work online only. The printable version lists the documents to attach but cannot collect them.
- Some questions become required only after certain answers. The printable version shows every question.
- 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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