Klarstig

Retail & E-commerce Order Refund

Request review of a payment for a possible refund. Provide the transaction reference, reason and any returned goods or cancellation details.

Contact and reference

Organization using this document

Your name or contact reference *

Email for a reply if needed

Information for this document

Order invoice or transaction reference *

Original payment date *

Original amount paid *

Refund amount requested *

Currency *

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

Other currency code if selected

Reason for requesting a refund *

Return or cancellation status

- ☐ Completed
- ☐ In progress
- ☐ Not started
- ☐ Not applicable

Supporting receipt or correspondence

Attach separately - uploads work in the online form only.

Specific details

Product name model or item reference

Complete when relevant to this request.

Cancellation unused portion or other basis for the refund

Operating context

Store channel or order reference

Complete when relevant to this request.

Items stock delivery return and customer communication 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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