Klarstig

Retail & E-commerce Order Refund

FICTIONAL EXAMPLE FOR ILLUSTRATION. NAMES, ADDRESSES AND NUMBERS ARE INVENTED.

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
Maple Street Community Center

Your name or contact reference *
Alex Rivera

Email for a reply if needed
alex.rivera@example.com

Information for this document

Order invoice or transaction reference *
REF-2026-0143

Original payment date *
November 14, 2026

Original amount paid *
250

Refund amount requested *
250

Currency *
EUR

Other currency code if selected
REF-2026-0148

Reason for requesting a refund *
(Free-text answer - not filled in for this example)

Return or cancellation status
Completed

Supporting receipt or correspondence
example-document.pdf (fictional attachment)

Attach separately - uploads work in the online form only.

Specific details

Product name model or item reference

Complete when relevant to this request.

Alex Rivera

Cancellation unused portion or other basis for the refund

(Free-text answer - not filled in for this example)

Operating context

Store channel or order reference

Complete when relevant to this request.

REF-2026-0154

Items stock delivery return and customer communication needs

Two boxes of children's winter coats (sizes 4-10) and three unopened packs of socks.

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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