Dear \*\* \*\*\*\*\*\*,

[insert product description here] received in for testing and inspection on the [date] with;

Detail any and all

accessories or components

the item arrived with

* In list format. Bullet points optional

**Reason for Return**

[Use the exact wording the customer has used. Copy and paste it from their written submission if possible.]

**Inspection**

[This is a purely cosmetic assessment. Is the product or packaging showing any signs of damage? If it is, detail it. If not, state this too. Include cosmetic assessment of accompanying accessories for your own future protection.]

**Testing**

[Describe everything you have done

To test for the fault

In as much detail as possible

* In list format. Bullet points optional]

**Results**

[in appropriately technical language describe the results of the tests.]

**Conclusion**

[Combine the ‘reason for return’ and ‘results’ content in short paragraph to validate return rejection]

Inspection and testing by

**\*\*\*\*\*\* \*\*\*\*\*\*\*\***

Customer Service Product Inspection

[Company]

support@email.com

Tel : Generic number

Signed.............................................   Date......................

Overseen and witnessed by

**\*\*\*\*\*\*\* \*\*\*\*\*\*\***

Customer Services Manager

[Company]

Name@email.com

Tel : Direct line

Signed.............................................   Date......................

*With thanks to Darrell Huntley, Head of Customer Service at Flubit.com.*

*Flubit.com is the UK’s biggest independent online marketplace for products, helping customers secure the best price on over 54 million products. For more information, visit* www.flubit.com