

Rental product return check

A suggested return routine connecting the QR code, order and video documentation. Adapt this worksheet to your products and process.

Product / order / staff member

Date

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- ☐ **Check the product and QR code**
Match the QR code to the returned product. Confirm that it is the product you expected to receive.
 - ☐ **Confirm the latest rental order**
Check that the recording is linked to the relevant order. Resolve any incorrect association before using the documentation.
 - ☐ **Document the visible return condition**
Use lighting and a camera angle that show the product and relevant details. Note areas that cannot be assessed from the recording.
 - ☐ **Review the recording and note findings**
Check that the relevant clip plays. Describe visible damage precisely and separate observations from assumptions.
 - ☐ **Send damage documentation to customer service**
Include the order number, product reference, observations and a recording reference. Check that the recipient can open the documentation.
 - ☐ **Record customer service's assessment**
Customer service assesses the case and any possible charge. Keep the decision and the documentation sent to the renter.

Notes and follow-up

Record anything unclear and who follows up. Customer service assesses any possible charge; this checklist does not determine customer liability.

Based on an anonymous ClipPack customer case. A suggested worksheet, not the customer's own form. Keep completed sheets according to your internal procedures.