



Prepared return file — the full template

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In at 8:12, ready at 8:16 · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. Customer, order and serial number are invented. **The decision box is deliberately empty**: the file is built, quantified and documented, but **the outcome belongs to the after-sales team**.

Blocks 1 to 4 — what is established

Block	Content	What it brings to the decision
Customer and history	Mathilde Ancel · 4 years with the retailer · 11 orders · 1 previous return	This line steers the goodwill decision in one case out of three — so it is at the top, not in an appendix
Original order	Ref. VRT-4180 · 12/04/2026 · online store · €219	Found by serial number — certain route
Product	Serial no. 4180-K92418 · technical sheet · 6 spare parts available	Repair is possible, and that is known before it is discussed

Block	Content	What it brings to the decision
Proposed reason	Failure after 4 months of use · symptom described by the customer	Consistent with 23 identical cases on this reference

Blocks 5 to 8 — what decides

Block	Content
Warranty term used	Commercial warranty, 2 years from delivery — updated 1 March 2026. Fault covered.
Supplier recourse	Applicable — 24 months, 8 months left. €52 chargeable back. Supporting document attached.
Documents supplied by the customer	3 expected, 3 present, 3 legible — checked one by one
Possible outcomes, quantified	Exchange within 48 h (net cost €0 after recourse) · workshop repair in 6 days (cost €34) · refund €219
Decision	— box empty —

What is prepared behind it, going out on a click

Item prepared	State	What releases it
Prepaid return label	Generated, not sent	The decision
Workshop slot	Provisionally booked — falls away by itself if the outcome goes elsewhere	The decision
Message to the customer, in the house style	Drafted, not sent	The decision

Item prepared	State	What releases it
Supplier claim	Assembled, document attached	The recourse mandate, or approval

The gain: building a file accounted for **30 % of handling a return, it now accounts for 8 %**. End to end, **24 minutes of preparation become 4** — and those 4 minutes are the reading that decides, not the searching that used to come first.

Product family chosen for the trial (62 files a month proposed on domestic vacuum cleaning): _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.