# 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 |



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| 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): _____

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-sav-retours-garanties

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