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| **CUSTOMER SERVICE REQUEST (CSR)** |
| **CSR Number:** | CSR-XXXX |
| **Date:** |  |
| **CSR Taken By:** |  |
| **CSR Assigned To:** |  |
| **Client Name:** |  |
| **Client Address:** |  |
| **Site Address (if different from above):** |  |
| **Client Telephone / Mobile Number:** |  |
| **Client Email Address (if known):** |  |
| **EB Number:** |  |
| **Purchase Order Number or Purchase Date:** |  |
| **Query Details / Notice of Defect / Request for Information:** (please provide as much information about the query as possible including photographs/diagrams) |
| **Date acknowledged with Client:** |  |
| **Proposed Solution and Timescale:** |
| **Final Outcome:** |
| **Closed-Out By:** |  | **Closed-Out Date:** |  |