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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:** |  |