

Client Specific Paperwork Requirements

Our clients require certain forms to be submitted in order for orders to be paid. Below is a chart to guide servicers as to which forms or documents the client requires for each order type. Please speak with your Market Manager or Territory Relationship Agent with any questions.

Please note that a post-installation is required for all clients.

Available in Mobile App

	Product Information for Pickup	Completion Form/ Onsite Checklist	Recycling Form	Return Form**	Client - Specific Items Required †	In-Home Consultation/ Pre-Measure Form****	Post-Installation Photos	Client Specific Forms****	Client Specific Photos
American Freight		X	X	X			X		
Best Buy	X***	X	X*	X	X	Within 24 hours, when applicable	X	<i>Unit Return Form</i> for all products returned to the client location	Photo showing any additional charges/ work to the order has been completed. AND/OR Photos of service not complete issues (Product issues or site issue)
Best Buy Appliances	X***	X	X	X	X	Within 24 hours, when applicable	X	<i>Unit Return Form</i> for all products returned to the client location	Photo showing any additional charges/ work to the order has been completed. AND/OR Photos of service not complete

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									issues (Product issues or site issue)
Bosch		X	X		X		X	<i>Certificate of Destruction</i> - signed by disposal center rep and serial /model # tag attached to form	
Conn's CE		X	X*	X	X		X		Post-installation photos uploaded to DOLI showing unit is installed and in good condition
Conn's AI		X	X	X	X		X		Post-installation photos uploaded to DOLI showing unit is installed and in good condition
Electrolux		X			X		X	<i>Certificate of Destruction</i> - signed by disposal center rep and serial /model # tag attached to form	Photos of installed product OR Photos of damaged/defective products AND Photo of serial tag for new product AND <u>Remove serial tag from old product</u> and include a photo of detached

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									serial tag
Ferguson		X	X	X	X		X	Ferguson Post-Installation Checklist Leave behind Ferguson packet	Photos of installed product OR Photos of damaged products
Forward Air		X	X	X	X		X	Customer Completion Agreement section - As either customer signature in Complete Step of Mobile App OR Located at the bottom of 1 st page of paperwork that prints with order	
GFK		X					X		
Goedeker's		X	X	X			X		
Home Delivery America		X	X	X			X		
Installs inc		X	X			Within 24 hours, when applicable	X		

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LG Electronics		X	X	X	X		X	Bill of Lading	
Lowe's		X	X	X	X	Within 24 hours, when applicable	X		
Lowe's Water Heaters		X	X	X		Within 24 hours, when applicable	X	Electronic Signature on <i>Completion Certificate</i> Upload paper copy of the <i>Waiver of Right to Cancel</i> <i>Return Receipt</i> for product returns to Lowe's uploaded to DOLI and emailed to loweswh@crst.com	
Mirror		X			X		X	Mirror Proof of Delivery Mirror Wavier of Liability - for all delivery only and any on-stand without bracket	One photo of serial number on bottom back of the Mirror, not the box
Pilot Freight		X	X*	X	X		X	Return Plate and packaging sleeve must be attached to any product(s) being returned under a Product Return SKU	
Service Calls /		X			X		X		Clear notes on the paperwork or in

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Troubleshoots (All Clients)									the Mobile App explaining the work performed while onsite
Sam's Club HT		X		X			X		
Sam's Club Home Services		X	X*	X			X		
SunSetter		X				Within 24 hours, when applicable	X		

*Recycling Forms are only required when there is a Haul Away Add-on SKU included in the order. If the customer expects haul away and the SKU is missing, call CRST Home Solutions from onsite.

** Return Forms are also required when the job includes a "Product Return" or "Return to Vendor" SKU and/or the servicer is unable to install a product and it must be returned to the client location.

*** Best Buy requests the equipment pickup step be documented in the event of a missing product claim or a damage claim. Accounting does not require this form to pay the servicer.

**** Client or Job specific forms are not included in the CRST Home Solutions Mobile App, they must be printed from the order in the DOLI webpage.

† These may be forms, photos, or other information needing to be entered. Please see the "Client Specific Forms" and "Client Specific Photos" columns for specifics