

SAMPLE ONLY - Hire Return Recovery Pack

Prepared for: Riverbend Hire Co. (fictional sample hire business)

Customer / job: H-10482 / Site prep at Carina warehouse (fictional sample case)

Hire item: 1.7t mini excavator, Asset EX-017 (fictional sample asset)

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Date: 9 July 2026

Version: Sample only for prospect review

SAMPLE ONLY: Fictional data for format demonstration. Do not use this as a real customer charge document.

Use: Owner review only. This is not legal advice, debt collection advice, or a promise that any amount will be recovered. No customer contact should happen without owner approval.

Case Summary

Item	Detail
Agreement	H-10482
Customer	Eastside Property Maintenance Pty Ltd (fictional)
Hire period	2 Jul 2026, 7:30am to 4 Jul 2026, due 4:00pm
Actual return	5 Jul 2026, 9:20am
Issues	Late return, dirty return, under-fuelled return, minor panel damage
Owner review point	Review the evidence and draft charge summary before any customer communication

Agreement Reference

Field	Detail
Signed terms available	Yes, sample signature recorded at pickup
Rate basis	Daily rate, fictional sample rate of \$330 plus GST
Bond	\$500 card pre-authorisation recorded
Damage / cleaning / fuel clause	Sample terms show customer responsibility may apply
Late return clause	Sample terms show extra hire may apply

Timeline

Date / time	Event	Evidence
2 Jul, 7:30am	Excavator collected	Hire agreement, pickup photos P1-P6
4 Jul, 4:00pm	Due return time	Booking record
4 Jul, 4:35pm	Staff called customer	Call note CN-01
5 Jul, 9:20am	Item returned	Return docket RD-10482
5 Jul, 9:45am	Return photos taken	Return photos R1-R8
5 Jul, 11:10am	Cleaning completed	Yard note YN-14
6 Jul, 10:00am	Repair cost checked	Draft repair estimate RE-22

Condition Before / After

Stage	Condition notes
Before hire	Clean machine, full fuel, no obvious side panel dent, minor old scratches on rear counterweight

Stage	Condition notes
After return	Heavy mud on tracks/bucket/undercarriage, fuel below quarter, new right side panel dent noted

Evidence Table

Evidence	Available?	Notes
Signed hire agreement	Yes	Signature captured at pickup
Pickup photos	Yes	Shows clean machine and right side panel
Return photos	Yes	Shows mud, fuel level, and panel dent
Return docket	Yes	Shows return time
Repair quote	Draft only	Needs final quote or owner decision
Fuel docket	Missing	Needs litres or staff note confirmed

Draft Charge Summary For Owner Review

Issue	Evidence	Draft owner-review amount	Confidence
Late return	Booking record, call note, return docket	\$330 plus GST	Medium
Cleaning	Return photos, yard note	\$135 plus GST	High
Fuel	Return photo, fuel note	\$68 plus GST	Medium
Damage	Pickup photos, return photos, draft repair estimate	\$420 plus GST	Medium
Total draft summary	Subject to owner review and adjustment	\$953 plus GST	Medium

Evidence Gaps

- Attach actual fuel docket or confirm litres added.
- Confirm final repair quote.
- Decide whether a full extra day is commercially appropriate.
- Confirm whether the customer was told the after-hours return process.
- Check all pre-hire photos for existing side panel damage.

Customer-Ready Email Draft

Please review and adjust before sending. This draft is for owner review only.

Subject: Hire return items for review - mini excavator H-10482

Hi [customer name],

Thanks for returning the 1.7t mini excavator from hire agreement H-10482.

On return, we recorded a late return, cleaning requirement, under-fuelled return, and right side panel dent. Based on the hire record and attached evidence, the draft charge summary for owner review is \$953 plus GST.

The draft summary is made up of late return \$330 plus GST, cleaning \$135 plus GST, fuel \$68 plus GST, and panel damage \$420 plus GST.

We have attached the pickup photos, return photos, hire record notes, and return docket for your review. Please come back to us by [date] if anything has been recorded incorrectly.

Regards,

[business name]

Owner Approval

- Approved to send: `[yes / no]`

- Approved amount: `[\$ amount]`
- Owner / manager name: `[name]`
- Date approved: `[date]`
- Changes before sending: `[notes]`

Disclaimer

SAMPLE ONLY. This pack uses fictional data for demonstration. It is for owner review only and is based on the sample information shown above. It is not legal advice, debt collection advice, or a promise of recovery. The hire business owner remains responsible for checking the hire agreement, evidence, customer relationship, and final commercial decision before sending any customer communication or applying any charge.