

Before you return a guest item

A one-page handoff check for a vacation-rental item found after checkout.

1 / Tag before contact

- ☐ Assign a case ID and sealed bag/tag.
- ☐ Record found time, exact location, finder initials and secure storage.
- ☐ Use a neutral description. Do not open, unlock or expose private contents.

2 / Verify without coaching

- ☐ Ask the claimant for one distinguishing detail you have not disclosed.
- ☐ Keep the booking-platform message reference; do not put full ID or address here.
- ☐ For sensitive/high-value items, follow your written escalation policy.

3 / Separate four shipping steps

- ☐ Quote -> guest approval -> payment evidence -> carrier receipt.
- ☐ Check carrier restrictions before mailing batteries, liquids, medicine or valuables.
- ☐ Keep the full address on the approved platform/carrier label, not this card.

4 / Close with evidence

- ☐ Pickup: record person-match method, date and acknowledgement.
- ☐ Shipping: record receipt, masked tracking and guest notice.
- ☐ No response or declined return: review current local policy before any action.

Case ID: _____ **Final evidence ref:** _____

No universal retention period is supplied. Check current local law, platform rules and your written policy.
A completed checklist does not prove ownership, legal compliance, delivery, reimbursement or responsibility.