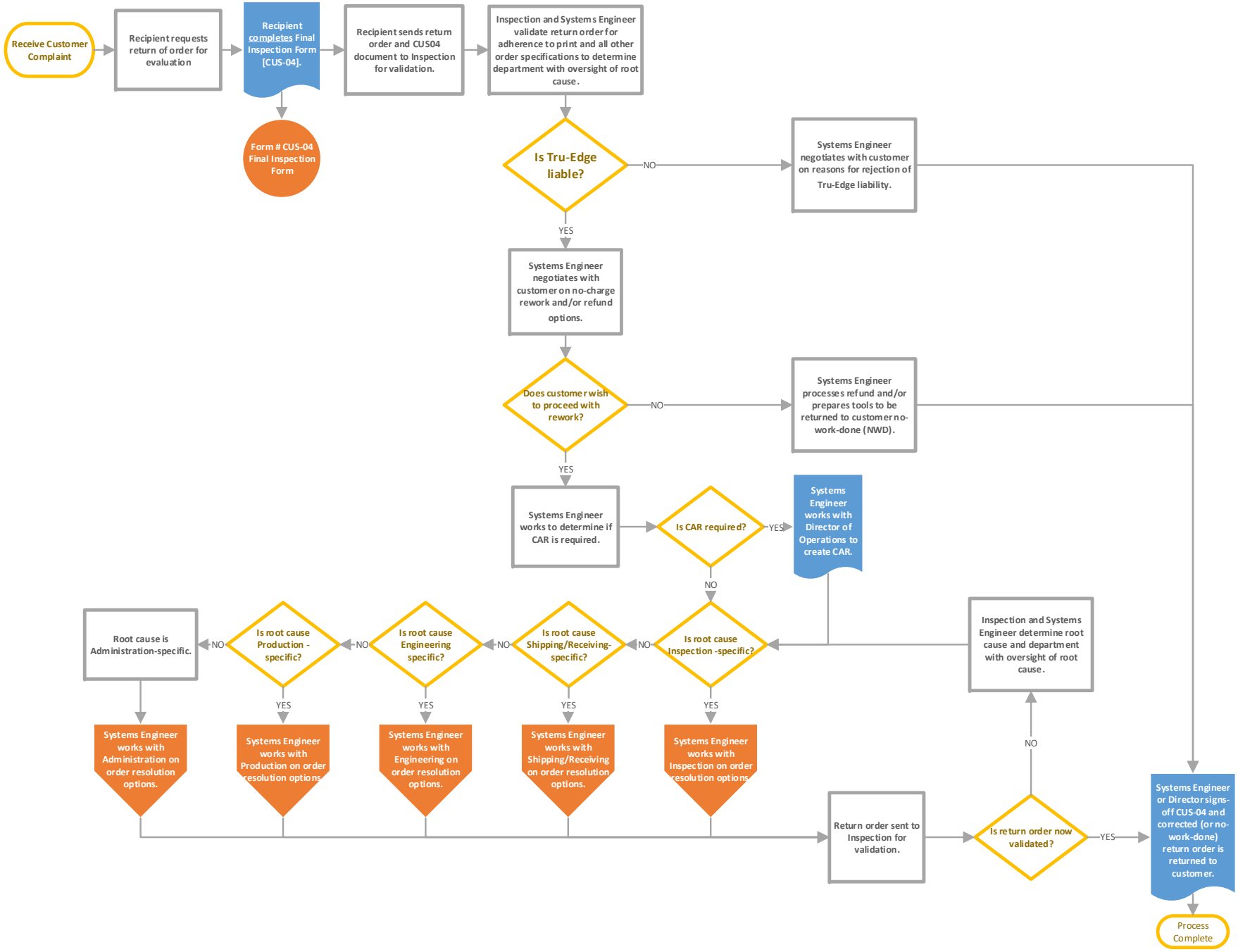WORK INSTRUCTION
CUSTOMER RETURN PROCEDURE