



**CONSUMER
ESCALATION SERVICES**

— Organize. Escalate. Resolve. —

Sample Small Claims Document Package

Organized PDF example

This fictional sample shows how facts, timelines, evidence, and supporting documents can be organized into a clean PDF package.

All people, companies, dates, amounts, facts, and documents in this sample are fictional.

No legal advice, legal strategy, court representation, or outcome guarantee is included or implied.

Sample package includes

- Case snapshot and party sheet
- Timeline and statement of facts
- Damages worksheet and evidence index
- Exhibit image pages and print checklist

PRINTABLE COURT PACKET

- _____
- _____
- _____

Fictional Sample Only - Not a Legal Filing

What this sample package includes

- A short case snapshot written in plain English.
- Organized party information and contact details.
- A chronological timeline of events.
- A factual statement prepared from the customer's own facts.
- A damages worksheet summarizing amounts the customer says were paid or lost.
- An evidence index showing each document, photo, receipt, and communication.
- Exhibit pages with sample image placements for receipts, photos, and screenshots.
- A court-day checklist to help the customer print and organize their own packet.

Recommended print organization

Tab	Section	Purpose
1	Case Snapshot	Quick overview of the matter
2	Timeline	Chronological order of what happened
3	Statement of Facts	Consumer's own factual narrative
4	Damages Worksheet	Amounts requested and support for each amount
5	Evidence Index	List of exhibits and where they appear
6	Exhibits	Receipts, photos, screenshots, emails, and other records

Important: This is a fictional sample used to demonstrate organization and presentation. A self-represented consumer remains responsible for reviewing, approving, filing, serving, and presenting their own documents. For legal advice, the consumer should contact a licensed attorney or the court's small claims advisor.

CONSUMER / PLAINTIFF

Maria Thompson

BUSINESS / DEFENDANT

Oakview Appliance Repair LLC

DISPUTE TYPE

Appliance repair refund dispute

AMOUNT REQUESTED

\$1,248.76

Plain-English summary

Maria Thompson states that she paid Oakview Appliance Repair LLC to diagnose and repair a refrigerator that was not cooling. After the service visit and payment, the refrigerator allegedly continued to malfunction. Maria states that she contacted the business several times requesting either a completed repair or a refund, but the issue was not resolved. This sample package organizes her timeline, proof of payment, repair invoice, communications, photos, and a damages worksheet into a printable format.

Requested resolution stated by consumer

- Refund of repair charges paid: \$948.76
- Reimbursement for documented spoiled groceries: \$220.00
- Certified mailing and printing costs: \$80.00
- Total sample amount requested: \$1,248.76

Documents reviewed in this sample

- Invoice and payment receipt
- Text message screenshots
- Email correspondence
- Photos of refrigerator temperature issue
- Grocery replacement receipts
- Customer notes and call log

Role	Name	Address / Contact	Notes
Consumer / Plaintiff	Maria Thompson	1421 Riverbend Drive Riverside, CA 92501 Phone: (555) 310-4482 Email: maria.thompson@example.com	Self-represented consumer in this fictional s
Business / Defendant	Oakview Appliance Repair LLC	775 Market Grove Avenue Riverside, CA 92507 Phone: (555) 880-1099 Email: service@oakviewrepair.example	Fictional repair business used for sample on
Potential Witness	Kevin Ramirez	Neighbor / family friend Phone: (555) 201-6011	Observed refrigerator temperature issue aft

Consumer-provided contact notes

- Consumer states she contacted the repair company by phone on April 16, April 19, April 25, and May 4.
- Consumer states she sent a refund request by email on May 5.
- Consumer states she preserved text messages and the original invoice as supporting documents.
- Consumer states she has not received a refund or completed repair as of the sample packet date.

This page is designed as a quick reference sheet. It does not determine who should be sued, where a claim should be filed, or what legal claims apply. Those decisions remain the consumer's responsibility or should be discussed with a licensed attorney or court small claims advisor.

Date	Event	Supporting Exhibit
03/29/2026	Refrigerator stopped cooling. Consumer documented temperature reading and food spoilage.	Exhibit B
04/02/2026	Consumer contacted Oakview Appliance Repair LLC and scheduled diagnostic visit.	Exhibit C
04/12/2026	Technician inspected refrigerator and recommended control board replacement. Consumer paid \$487.60.	Exhibit A
04/14/2026	Consumer states refrigerator still was not cooling properly after repair attempt.	Exhibit B
04/16/2026	Consumer sent text message requesting return visit or refund.	Exhibit C
04/25/2026	Consumer states company said manager would review and call back.	Exhibit C
05/05/2026	Consumer sent written request for refund or completed repair.	Exhibit D
05/12/2026	Consumer states no refund or completed repair was provided.	Consumer notes
07/01/2026	Sample documentation package prepared for consumer review and printing.	Full packet

Timeline purpose: The timeline organizes the consumer's own version of events in chronological order so the reader can follow the story quickly. Dates and descriptions should always be reviewed and approved by the customer before use.

Consumer statement - sample format

My name is Maria Thompson. This sample statement is based on my own factual account and the documents I provided. I hired Oakview Appliance Repair LLC to repair my refrigerator after it stopped cooling in March 2026.

On April 12, 2026, a technician came to my home and told me that the refrigerator required a control board replacement. I paid the invoice in full in the amount of \$948.76. After the repair attempt, the refrigerator still did not cool properly.

I contacted the company several times by phone and text message. I asked for the repair to be completed or for a refund. I also sent an email request on May 5, 2026. I saved copies of the invoice, payment receipt, messages, and photographs showing the refrigerator temperature issue.

As of the date of this sample packet, the company has not provided a refund or completed repair. I am requesting reimbursement for the amount I paid for the unsuccessful repair, replacement grocery costs I documented, and limited mailing and printing costs.

Review notes before printing

- Verify every date before printing.
- Remove any statement that is not accurate.
- Attach only documents the consumer wants to use.
- Keep the statement factual, respectful, and organized.

Date	Method	What consumer says happened	Status
04/16/2026	Text message	Requested follow-up because refrigerator still was not cooling.	No resolution
04/19/2026	Phone call	Consumer states voicemail was left with repair company.	No return call documented
04/25/2026	Text message	Business stated manager would review and call back.	No refund or completed repair
05/05/2026	Email	Consumer sent written refund or completed repair request.	No documented resolution
05/12/2026	Final follow-up	Consumer requested final response before considering small claims.	No documented resolution

Professional tone checklist

- Remain calm and factual.
- Avoid insults, exaggerations, or emotional accusations.
- Use documents, dates, and proof whenever possible.
- Show that the consumer made a good-faith effort to resolve the issue before court.

This summary is organizational only. It does not tell the consumer whether they are required to make a demand before filing or whether any particular communication is legally sufficient.

Item	Amount	Support	Notes
Repair invoice paid to Oakview Appliance Repair	\$148.76	Invoice and payment receipt	Consumer states repair did not resolve refrigerator
Replacement groceries after spoilage	\$220.00	Grocery receipts and photos	Consumer states food spoiled while refrigerator
Printing, postage, and certified mailing	\$80.00	Receipts / estimated records	Consumer should replace estimate with actual
Total sample amount requested	\$1,248.76	Worksheet total	Fictional sample amount for demonstration only

Customer review before use

- Confirm that each dollar amount is accurate and supported by a receipt, invoice, bank statement, photo, or other record.
- Remove any amount that cannot be explained clearly.
- Do not duplicate the same loss in more than one category.
- Check the applicable small claims dollar limits and rules using official court resources or a court small claims advisor.

This worksheet organizes amounts the consumer says were paid or lost. It does not determine legal entitlement, recoverability, damages law, or whether a court will award any amount.

Exhibit	Document / Evidence	Date	What it is intended to show
A	Invoice and payment receipt	04/12/2026	Payment amount, service details, and repair charge.
B	Photos of refrigerator and temperature log	04/14/2026	Consumer states refrigerator remained above safe cooling range.
C	Text message screenshots	04/16 to 05/04/2026	Requests for follow-up, repair completion, or refund.
D	Email refund request	05/05/2026	Written attempt to resolve before court.
E	Grocery receipts / replacement food	04/15 to 04/20/2026	Consumer states replacement groceries were purchased after sp
F	Call log notes	04/19 to 05/12/2026	Consumer's record of follow-up calls and attempted resolution.

Exhibit organization tips

- Label each document clearly at the top right: Exhibit A, Exhibit B, etc.
- Place the strongest, easiest-to-understand documents first.
- Use short captions under images so the reader knows what they are seeing.
- Do not include unnecessary duplicate pages unless they add important context.

Caption: Sample invoice and payment receipt showing the amount paid by Maria Thompson to Oakview Appliance Repair LLC. This is a fictional evidence example.

OAKVIEW APPLIANCE REPAIR LLC

Service Invoice #88421 Date: 04/12/2026

Diagnostic visit	\$95.00
Refrigerator control board	\$412.00
Labor - repair attempt	\$295.00
Service fee	\$75.00
Tax	\$71.76

TOTAL PAID \$948.76

Status: Paid by Visa ending 4821

Customer: Maria Thompson

Sample evidence image - receipt/invoice

Caption: Sample photo exhibit page showing how an image can be placed with a short caption and date reference. This makes the printed packet easier to follow.

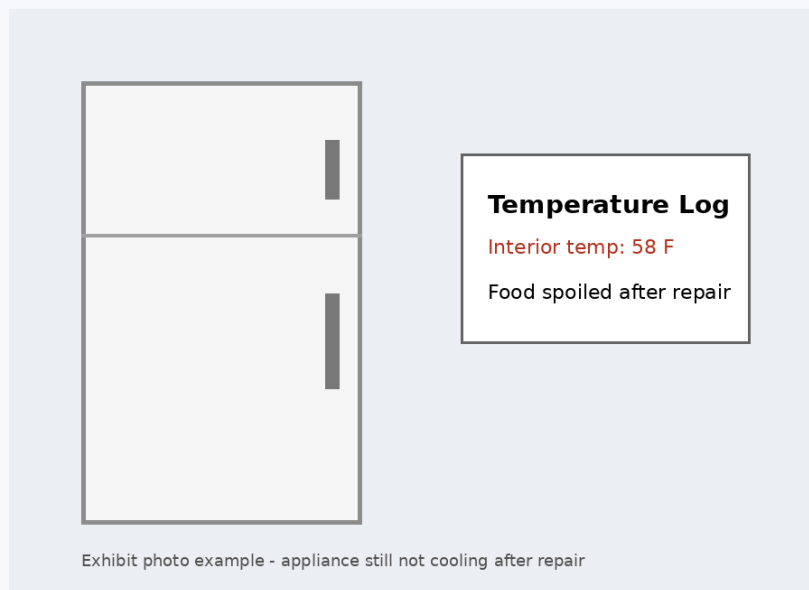
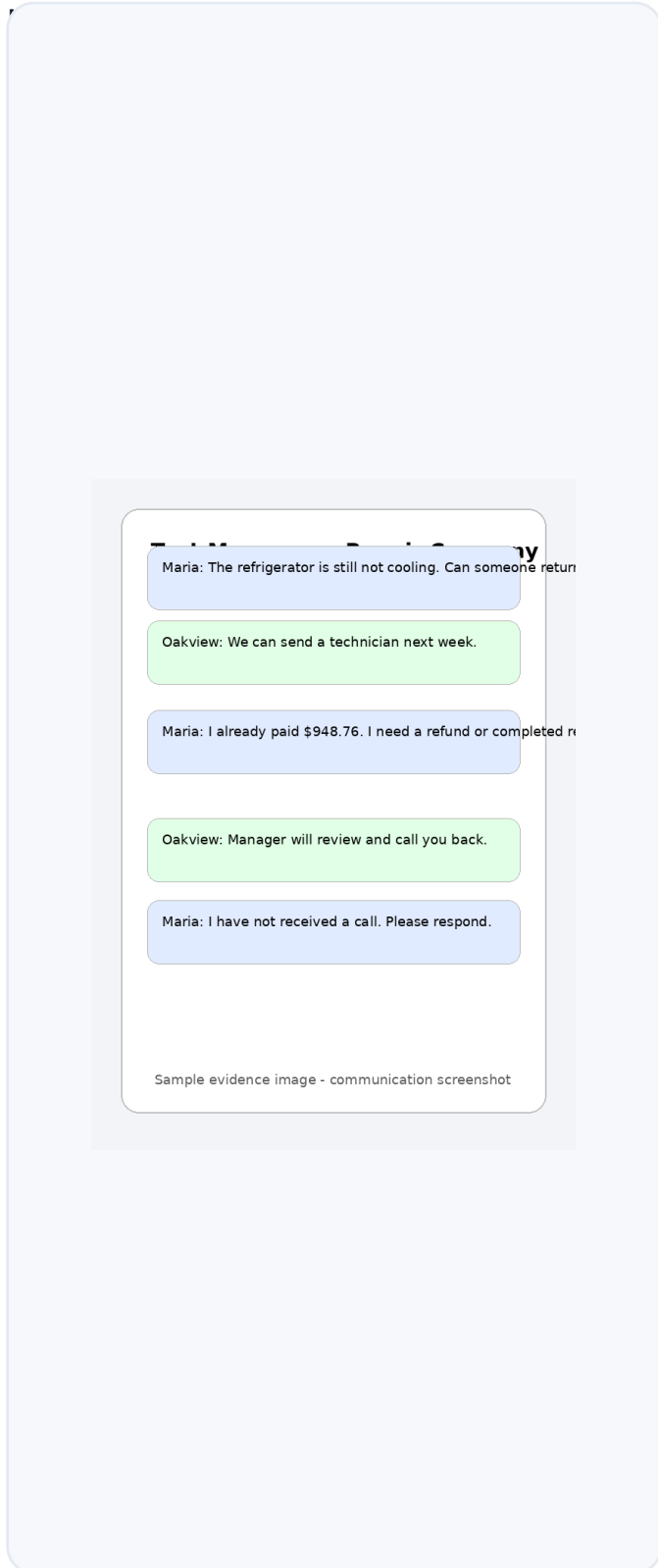


Photo Notes

- Date taken: April 14, 2026
- Consumer states refrigerator was still not cooling after repair attempt.
- Temperature and spoilage photos should be printed clearly and labeled.

Reminder: Only include photos that are relevant, clear, and understandable. If a photo is blurry or confusing, add a short caption or replace it with a clearer image.

Caption: Sample communication exhibit showing how text message screenshots can be organized and captioned.



Communication Notes

04/16/2026 - consumer requested return visit.

04/25/2026 - business said manager would review.

05/04/2026 - consumer followed up again.

Screenshots should show dates, sender names, and full context when possible.

Avoid altering screenshots. Crop only to improve readability while preserving context. Save original files in case the court requests them.

Caption: Sample email exhibit showing a written request for refund or completed repair. This page demonstrates how correspondence can be included in the packet.

Subject: Request for refund or completed repair

From: Maria Thompson

To: Oakview Appliance Repair LLC

I am requesting a refund or completed repair because the refrigerator is still
I paid the invoice in full on April 12, 2026. I have requested follow up several
Please respond by May 10, 2026 so we can resolve this matter.

Sample evidence image - email excerpt

Email exhibit checklist

- Include the date sent and recipient email address if visible.
- Attach any response from the business directly after the original message.
- Keep the tone factual and professional.
- Print clearly enough for a court clerk or judge to read without zooming.

Before printing the final packet

- Customer reviewed and approved every page for accuracy.
- All fictional sample language has been removed from a real customer packet.
- Every exhibit is labeled and matches the evidence index.
- Dollar amounts match the receipts, invoices, and worksheet.
- Names, addresses, dates, and phone numbers are accurate.
- Pages are printed clearly and in order.
- Customer has checked official court rules for filing, service, copies, and deadlines.

Suggested copy set

Copy Set	Purpose
Original	For filing or presenting according to court instructions.
Copy 1	For the customer's personal records.
Copy 2	For service on the other party if required.
Copy 3	Extra courtroom/reference copy.

Final customer acknowledgment - sample

I have reviewed this packet and confirm that the facts, dates, amounts, documents, and exhibits I choose to use are accurate to the best of my knowledge. I understand that I am responsible for filing, serving, and presenting my own matter, and that this packet is not legal advice or legal representation.

Customer Signature

Date

This sample package is designed to demonstrate organization and presentation only. It should not be used as a substitute for official court forms, legal advice, court rules, or guidance from a licensed attorney or small claims advisor.