Thank you for your order.
You've purchased the PREMIUM package for 'ALL EMAIL TEMPLATES'.

1. Basic email template

Dear {{ticket.requester.first_name}},

Thank you for contacting our Customer Support Team.

{{...}}

Please don't hesitate to contact us if we can be of any further
assistance.

2. Cancel (before dispatch)

Dear {{ticket.assignee.first_name}},

Thank you for contacting us. As per your request, your order has been canceled and
refunded.

Please don't hesitate to contact us if we can be of any further
assistance.

3. Cancel (after dispatch, but the customer requested cancellation before dispatch)

Dear {{ticket.requester.first_name},

Thank you for your email. We're very sorry for letting you down with this experience, but this
order has been dispatched, so we won't be able to cancel it at this stage.

We really want you to be happy with this experience, so we'd love to get you a 50% refund, and
there's no need to return anything. *{{You can insert any % you want, just make sure the
customer is happy and you are not at a loss. After customer replies and agrees proceed with a
refund}}*

Please let us know if you'd like to use the offer.
If you have any other questions, do not hesitate to contact us.
Regards

4. Cancel (too late)

Dear {{ticket.requester.first_name}},

Thank you for contacting us. We're very sorry for letting you down with this experience, but we've checked our records, and this order has been dispatched, so we won't be able to cancel it at this stage unfortunately.

Please don't hesitate to contact us if we can be of any further assistance.

5. Delivery Info

Dear {{ticket.requester.first_name}},

Thank you for contacting us. Please be advised delivery can take up to 20 business days as your order was sent out directly from our warehouse in China. *{{Please customize this sentence, to match your shipping policy}}*

This order is being fulfilled in line with the lead-times stated on our website: [insert shipping policy page here]

You will be able to track your order later here: [insert tracking URL here]

We apologize for any caused inconvenience and would be glad to provide any further assistance.

6. Already Delivered

Dear
{{ticket.requester.first_name}},

Thank you for your email. Our records show this order was delivered on [insert date]:
[insert tracking URL]

We would recommend that you contact your nearest post office for more info regarding this delivery and you might want to check with your neighbors. Meanwhile, please confirm your delivery address, so that we could further look into the case on our end.

We apologize for any caused inconvenience and would love to provide any further assistance.

{{If customer checked and the package is missing, you are responsible for replacing it or

7. Lost in Transit

Dear
{{ticket.requester.first_name}},

Thank you for your email. We've chased this up, and we're afraid this order got stuck in transit unfortunately. Please confirm your delivery address and we'll be happy to resend this for you at our cost. We are very sorry for letting you down with this experience.

Looking forward to your reply as we'd love to have this sorted as soon as possible.

MORE ADVANCED ENQUIRIES:

8. Not as Expected
The customer just doesn't like the product. If you don't allow returns for 'change of mind' in your policy, you still need to answer to the customer in the way that they feel treated well and may order something else one day.
It is important to not accumulate negative feedback through social media.

I suggest to solve this in the following way: *{{templates for each step are below}}*

1st contact - offer 10% partial refund or 15% voucher to your store and the customer can keep the item.

Optional: give them third choice - return/refund. If you don't provide the return for change of mind, you can try to give them a slightly bigger discount from the start.

2 nd contact - cust refuse the offer.
- Option 1: You can say that there is no return for change of mind as per policy. At this point, customers are usually more frustrated, so try to convince them that you really can't proceed with the refund, however, to keep them happy you can offer like 30% or 40% refund and no return needed. In this option, you should calculate your costs and lower the price max to the point you are not on the loss.

- Option 2: Return the item for full refund. (Choice is yours, however it should be stated in your return policy)

In Europe; Customers have 30 days to return the product if they didn't use it. If within the cooling-off period (30 days) and not used, we went with the 1st contact option (partial refund or voucher or return & refund). <u>If outside 30 days from delivery, we simply said that it is too late and we can't do anything for them.</u>

If you get to the point that your agents (Va's) don't know what to do on their own, you can ask them to escalate it to you or the escalation team. Whatever your agent offers and then escalates, you can always say no. The agent would simply say, that he is sorry for the inconvenience, he tried to help, however, the proposed option is unfortunately not possible. Then he can offer something else, the same applies to damaged items (This is where agents offer solutions proposed by the escalation team).

EMAIL: (For advanced emails, I am not able to provide exact templates for every case as these are different each time - although I will provide a template that you can modify when necessary)

- 1st contact - if you are willing to give them an option for partial refund or return. If you wish to try to convince them with a discount first - just delete the part about return.

Dear {{ticket.requester.first_name}},
Thank you for contacting our Customer Support Team.
We are very sorry that you are not satisfied with your purchase.

If you are willing to keep the product as it is, we would like to offer you a
partial refund of [the amount you wish to offer] or a voucher of [the
amount you wish to offer] for future purchases. The discount coupon can
be used directly on our website - [website].

However, if you decide to return our product, please send us the
following information:
name, surname and collection address of the package
Your telephone number
Your email address
Preferred pickup date (Monday to Friday)

Please make sure that the product is properly packaged and in the original packaging. The product should be returned in the same condition as received.

Thank you for your cooperation and we look forward to your reply.
If you have any questions, please contact us directly.

- 2nd contact - provide higher discount or return for refund.

Dear {{ticket.requester.first_name}},
Thank you for contacting our Customer Support Team.

We are very sorry that the solutions we have proposed are not
satisfactory.

9. Shipping Damage

If it is shipping damage and the customer reports it just after delivery, ask for pictures.

- Option 1: Then if the product cost is below 30 eur, replace it with no return of the damaged item. (optional)

If cust refuses replacement, then refund. (but first, try to replace the item).

- Option 2: If the product above 30 EUR and the agent thinks that we don't need the product, he needs approval from the escalation team for no return. (this was especially for electronic products etc, so we could check what's happening there).

- 1st contact - ask for pictures

Dear {{ticket.requester.first_name}},

Thank you for contacting our Customer Support Team.
We are very sorry about this situation.
Please provide us photos with visible defects in jpg format.
After receiving the photos we will consider your complaint.
Thank you for your patience and we apologize for any inconvenience.

Please don't hesitate to contact us if we can be of any further
assistance.

- 2nd contact - decide which solution you would like to offer

10. Damage

If the product is damaged after some time, in most countries there are warranty laws. The warranty in Europe covers 6 months. (If it is for dropshipping I would try to convince them for a bigger partial refund - no return. (As per 2nd contact from Not as expected template.)

11. Not Functioning

Try to solve this as damage and not as expected at first. If the customer rejects the proposals - escalate it. And then the team leader or person above will decide what can be done here. This usually applies for electronic items.

12. Wrong Picking

We would send the new product straight away and ask the customer to return the product on our cost. You may go around this and try to give the customer a big discount if the product is similar with no need to return.

Dear {{ticket.requester.first_name}},
Let's try to find a solution to the problem together!
We can arrange a product return and offer you free shipping of a new one [enter the product the customer ordered].

We have already instructed our warehouse to send a new product to you - but we would be grateful if you could send us the wrong product.

Could you send the SKU number on the product packaging and photo of the package? In this way, our warehouse will know which product will come back to us and help us avoid similar problems in the future.

In order for us to arrange a pickup for you [enter wrong product name], please send us the following information:
name, surname and collection address of the package
Your telephone number
Your email address
Preferred pickup date (Monday to Friday)

Please make sure that the product is properly packaged and in the original packaging. The product should be returned in the same condition as received.

Thank you for your cooperation and we look forward to your reply.
If you have any questions, please contact us directly.

13. Wrong Content in the box - use the template above.

14. Disputed delivery
The Tracking shows delivered but the customer says that they didn't receive it. It happens from time to time, that the package looks like it is delivered, however in real life it is not. If you want your brand to appear professional, I suggest the following solution:

- Ask them to fill out a Non-receipt form - just to make sure they don't lie. (If you are an ecommerce brand, you can get this form from your courier. If dropshipping - create PDF document with basic declaration (I ___ didn't receive the parcel with tracking number ___. Signed by____ [customer signature)
- Send the parcel again.
- You can open a claim with courier / if dropshipping probably just a message to your supplier or agent.

- 1st contact:

Dear {{ticket.requester.first_name}},

Thank you for contacting our Customer Support Team.
We are very sorry that the package number {Enter} has not been delivered.
Please fill out the form and send it to us by email.
After receiving the form, we will contact the carrier and send you a new product.

Please don't hesitate to contact us if we can be of any further assistance.

- 2nd contact - after they answer

Dear
{{ticket.requester.first_name}},

Thanks for your email. We've chased this up, and we're afraid this order got stuck in transit unfortunately. Please confirm your delivery address and we'll be happy to resend this for you at our cost. We are very sorry for letting you down with this experience.

Looking forward to your reply as we'd love to have this sorted as soon as possible.

15. Shipping Delay

If the customer is angry, just apologize and provide them with the compensation for waiting time. 5 - 10 refund (any currency you operate) or voucher for your store. If the customer is just asking where their parcel is, simply explain when it was sent and apologize for any delay.

Dear {{ticket.requester.first_name}},

Thank you for contacting our Customer Support Team.

We would like to inform you that your parcel left our warehouse on [date]. Apologize for the delay caused. If your package won't be delivered within the next (X) days, please contact us again.

Please don't hesitate to contact us if we can be of any further assistance.

If you have any questions regarding the above, do not hesitate to contact me.
Good Luck!