

Customer Service Worksheet

Case#1: Message from customer: “ I received my package in the mail today, but it was ripped open and my item was broken. I spent over \$50 for this and I expect to receive it in good condition. I will be sending it back ASAP for a refund.”

How do you respond?

Case#2: Message from customer: “ I received my order today, but I had requested the blue jewel in the center, not the green one. Please send me a new one immediately.” You check the original messages and find she did in fact request the green one.

How do you respond?

Case#3: Message from customer: “ I placed my order 5 days ago, and it says I should receive it in 2-3 days. Why is it not here yet? I need it today. As soon as I receive it I am returning it and expect a full refund.” Your shop states that you will send items within 5 days and that it can take an additional 5 business days to arrive. It states if the customer needs it within 2 weeks to contact you before purchasing. You are not sure where she read 2-3 days.

How do you respond?