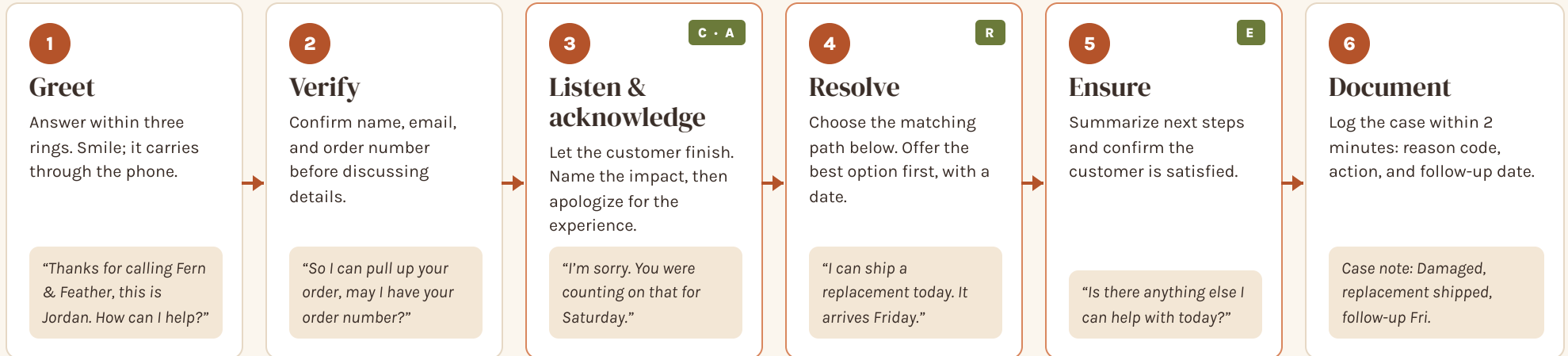




EVERY CALL • SIX STEPS



STEP 4 • CHOOSE THE RESOLUTION PATH

Damaged item

- Apologize; ask for a photo by email (optional)
- Ship a free express replacement today
- No return needed under \$150

YOU CAN APPROVE**Missing package**

- Check tracking with the customer
- If 2+ days past delivery, reship or refund
- Open a carrier claim after the call

YOU CAN APPROVE**Wrong item**

- Send a prepaid return label by email
- Ship the correct item now; don't wait
- Customer keeps nothing extra to manage

YOU CAN APPROVE**Billing issue**

- Confirm the charge and date
- Refunds under \$100: process now
- Over \$100: escalate to a lead

LEAD APPROVAL > \$100**Words that work****SAY THIS**

- "Let's get this fixed for you."
- "Here's exactly what happens next."
- "You'll have it by Friday."
- "Thank you for telling us."

AVOID THIS

- "That's not our policy."
- "It's the carrier's fault."
- "Calm down."
- "I'll see what I can do."

Hold and transfer etiquette

- **Ask first:** "May I place you on a brief hold while I check?"
- **Check back** every 60 seconds; never leave a customer on hold more than 2 minutes.
- **Warm transfer only:** introduce the customer and the issue before connecting.
- **Never** transfer a customer more than once. If unsure, escalate to your lead.



Resolution *Matrix*

What you can offer, and who approves

Use with the call flow on side 1

SITUATION	OFFER THIS	APPROVES	TIMELINE TO SHARE
Damaged item	Free express replacement; no return under \$150	Rep	Ships same day if before 3 PM ET
Missing package	Reship or full refund once 2 days past delivery	Rep	Reship ships same day; refunds post in 3-5 days
Wrong item	Correct item now plus prepaid return label	Rep	Label emailed within 15 minutes
Late delivery	Free shipping refund; upgrade on next order	Rep	Refund posts in 3-5 days
Billing error ≤ \$100	Refund the difference during the call	Rep	Refund posts in 3-5 days
Billing error > \$100	Escalate with case notes	Team lead	Lead responds within 1 business day
Product quality	Replacement or refund within 1 year	Rep	Note the item SKU for quality review
Request to cancel	Cancel if not yet shipped; else return label	Rep	Confirm cancellation by email

When to escalate

- Refunds or credits over \$100
- A customer asks for a manager twice
- Safety concern with a product
- Threats, harassment, or legal language

Case note formula

Reason + action + promise + date

*"Damaged lamp FF-20481. Express replacement shipped.
Promised Friday delivery. Follow up Fri 10/16."*

Service standards

- Answer within 3 rings
- Resolve on the first call: goal 85%
- Case notes within 2 minutes
- Follow-ups on the promised date

ESCALATION PATH

TEAM LEAD

Billing over \$100, repeat contacts · ext. 210

CARE SUPERVISOR

Manager requests, complex cases · ext. 220

PRODUCT SAFETY

Any safety concern, same day · ext. 290