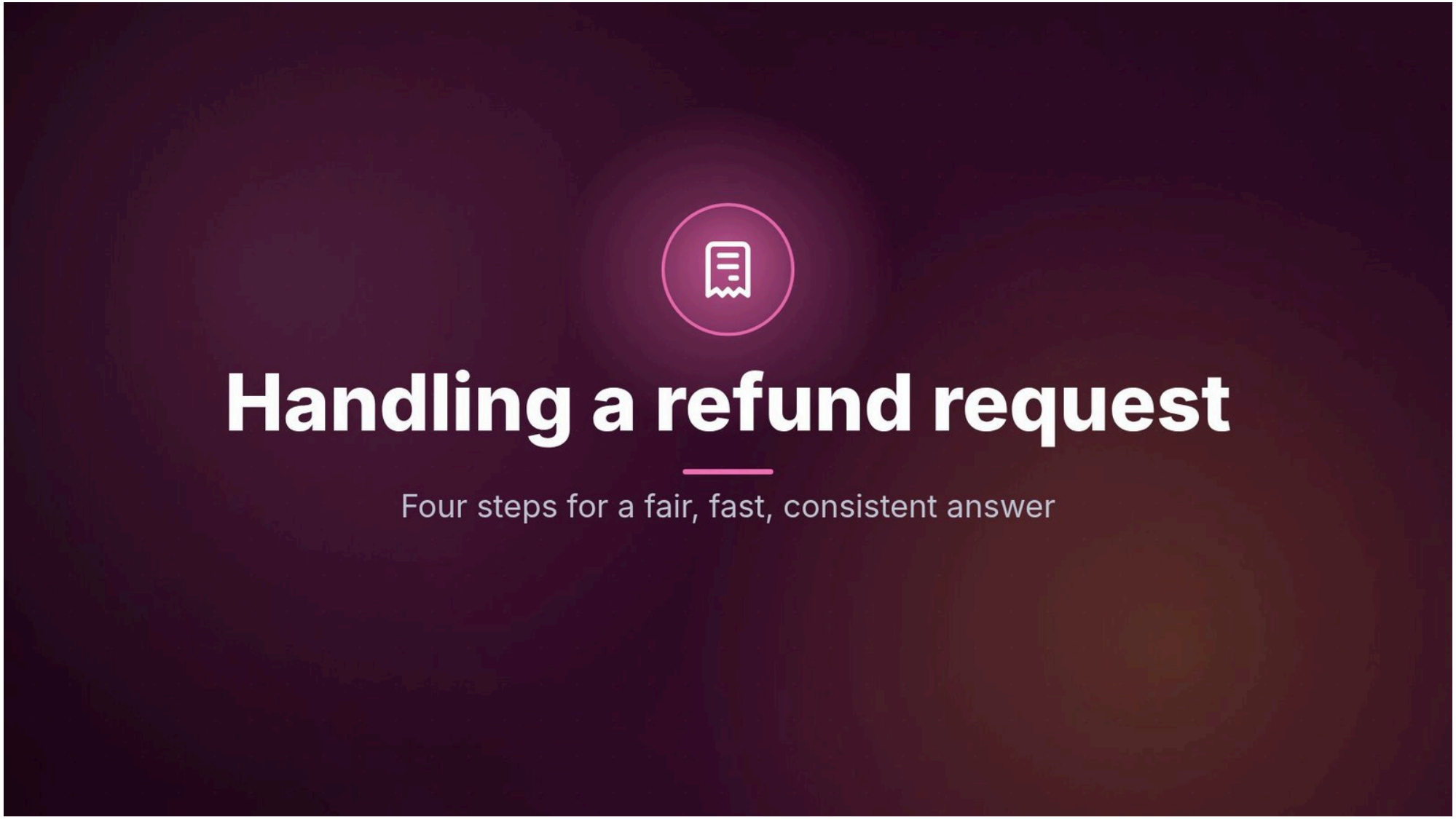
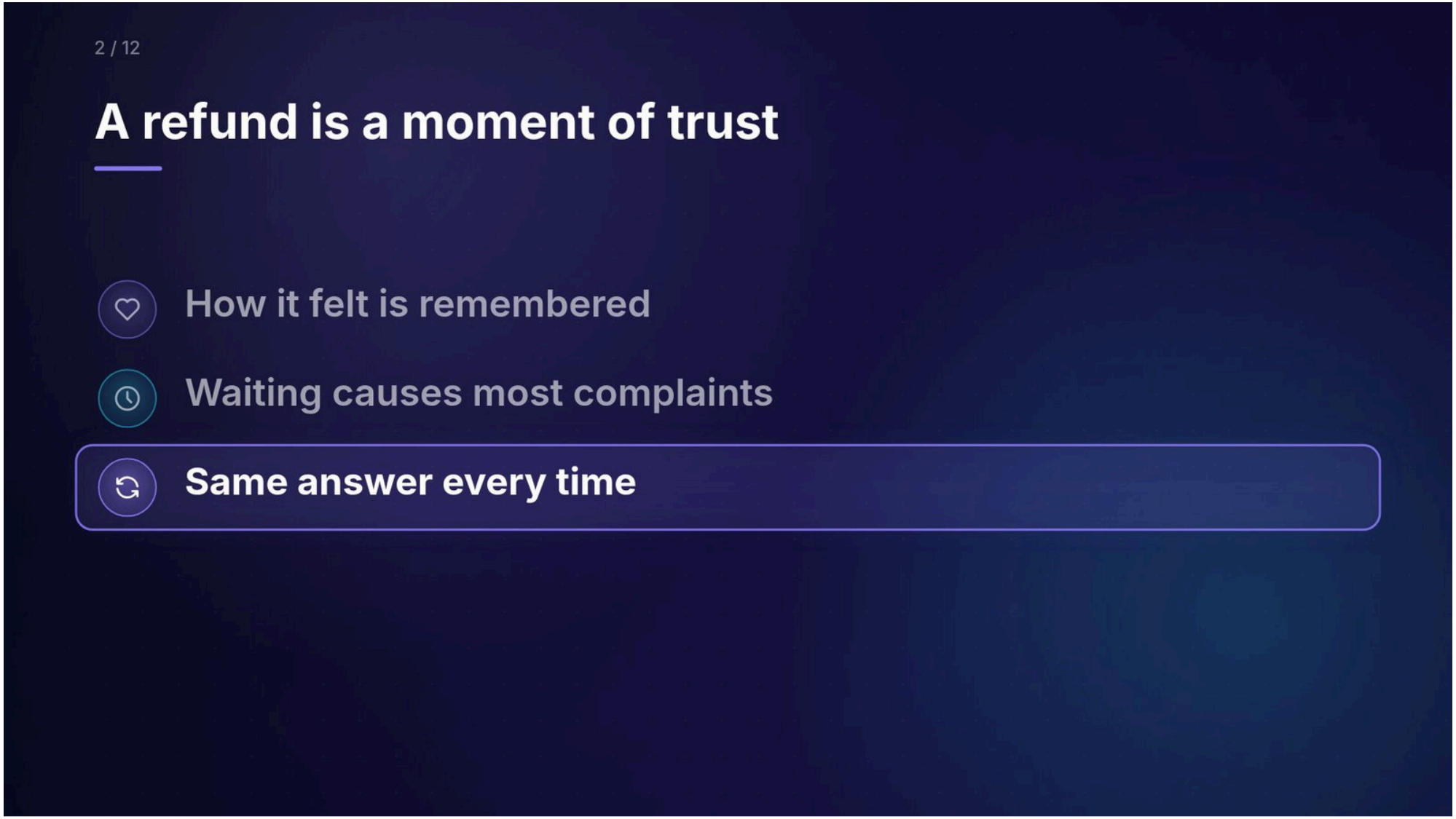
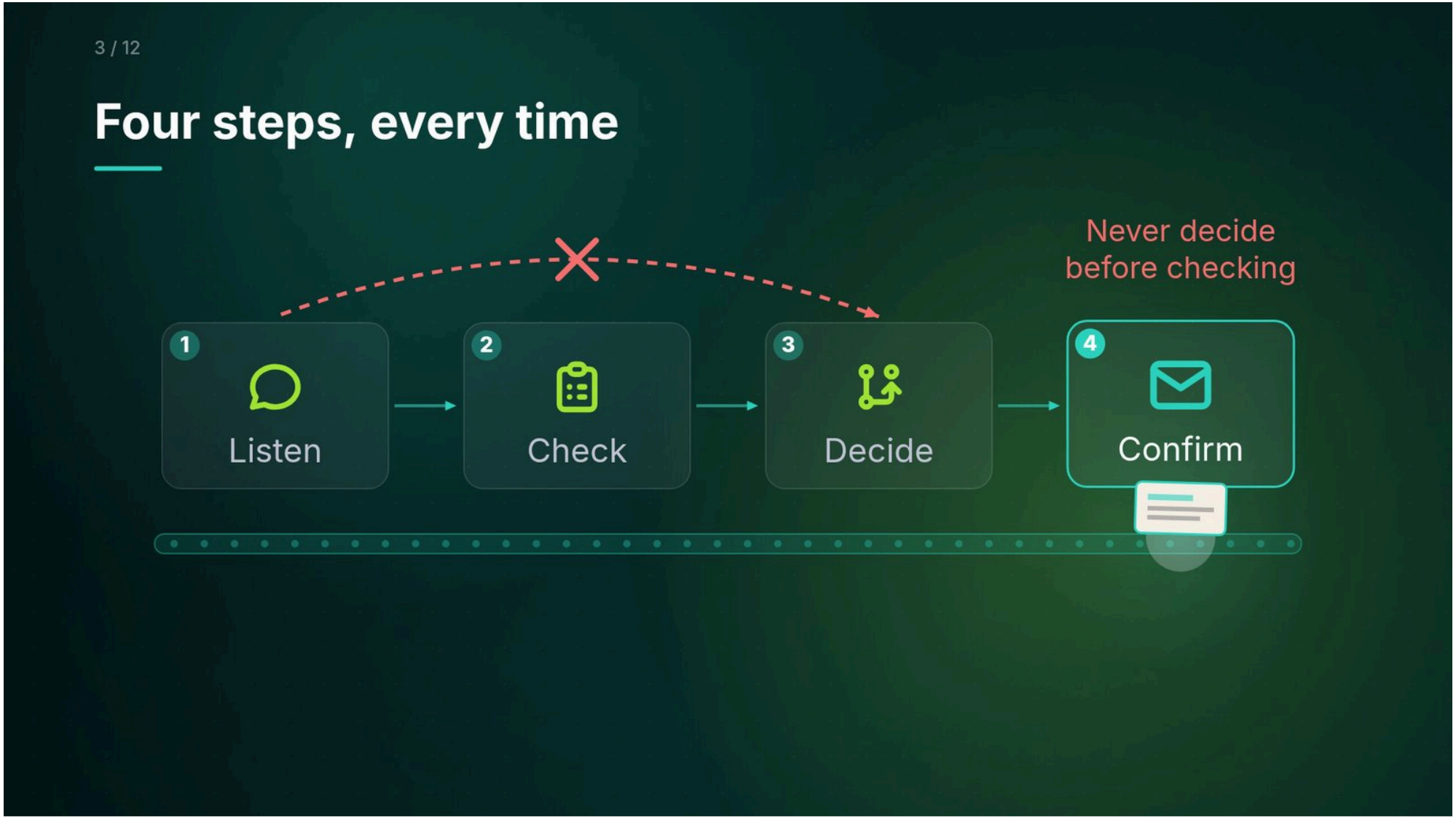


Welcome to this short training on refund requests. By the end, you'll know the four steps we follow every time: listen, check, decide, and confirm. The goal isn't to say yes to every refund. It's to give every customer a fair, clear answer quickly, the same way across the team.



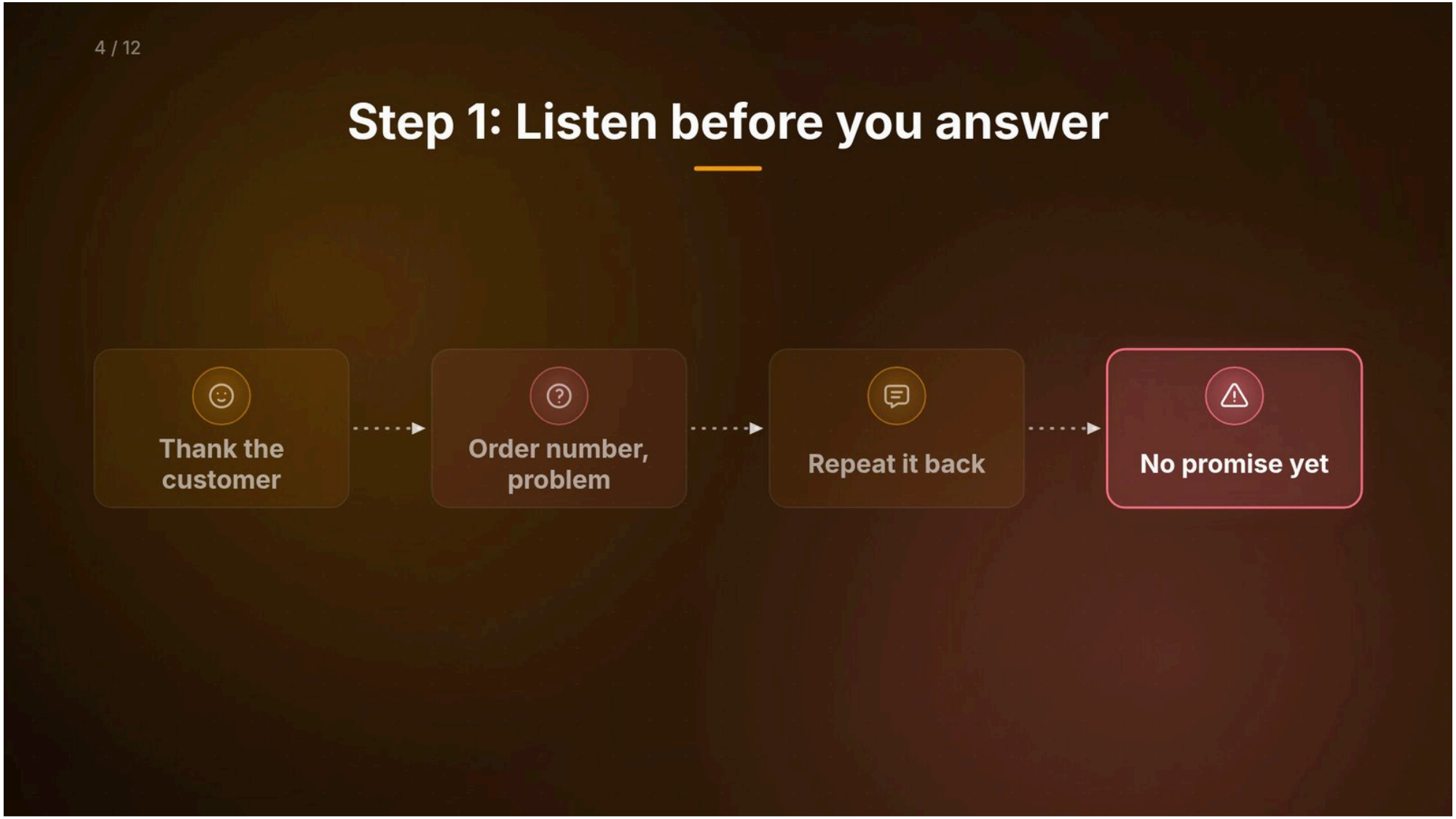
2 / 12 · Why refunds matter

A refund is a moment of trust: the customer is already unhappy and watching closely. First, people remember how it felt, and a kind answer keeps them coming back even when it's no. Second, speed matters, because most complaints are about waiting, not the decision. Third, consistency: if two agents give two answers, customers stop trusting both.



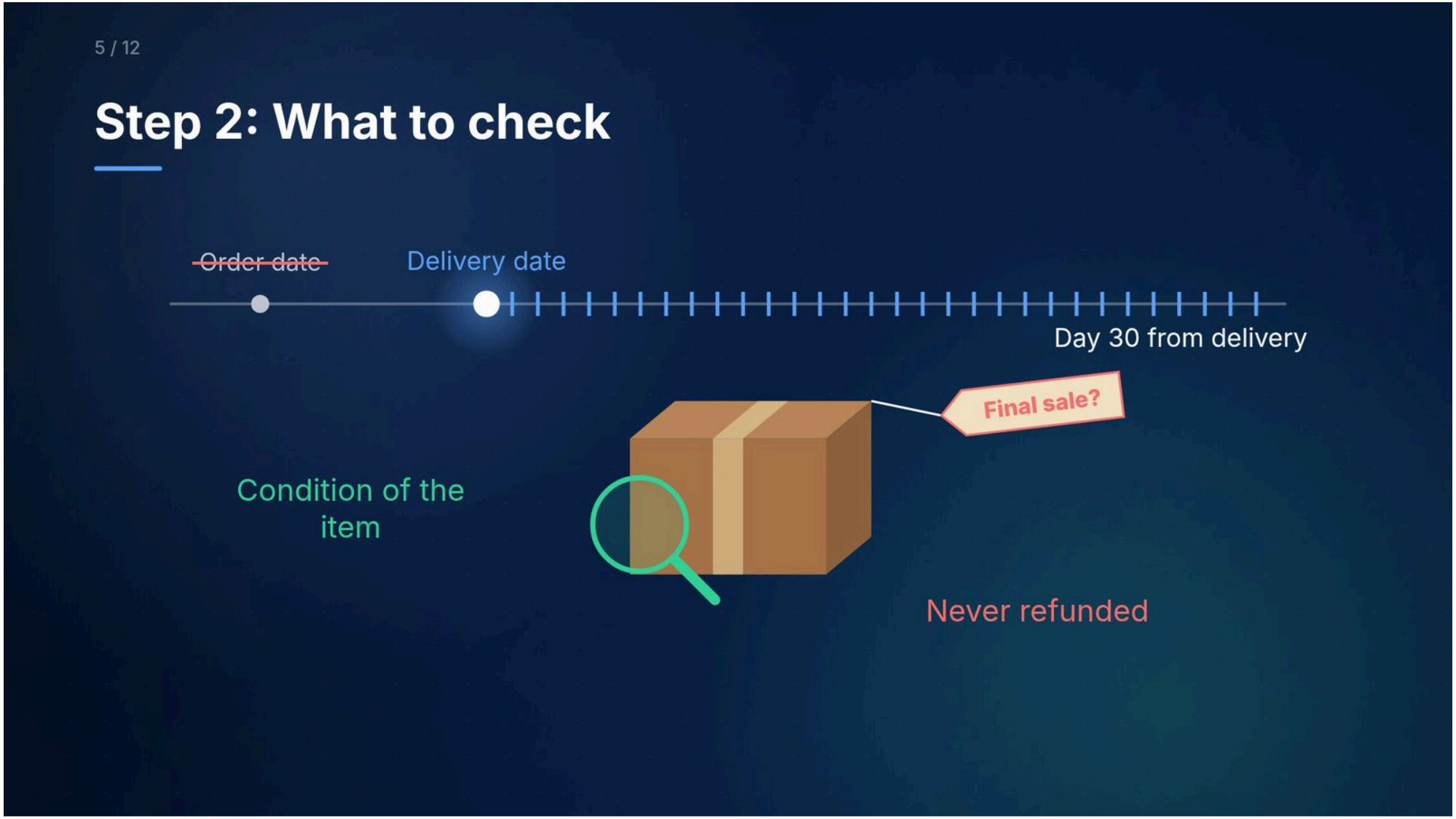
3 / 12 · Four steps, every time

Every request follows the same four steps. Listen to what the customer wants and why. Check the order against our policy. Decide what we can offer. Then confirm what happens next, in writing. Always in this order: the most common mistake is jumping to deciding before checking.



4 / 12 · Step 1: Listen

Start by thanking the customer and saying you'll look into it. Ask for the order number and what went wrong. Then repeat the request back in one sentence, which shows you understood and catches misunderstandings early. And don't promise a refund yet: taking a promise back is much worse than waiting a minute.



5 / 12 · Step 2: Check the order

Next, open the order and look at three things. The delivery date, because we count days from delivery, not from the order date. The condition of the item. And whether it was marked final sale, since final-sale items are never refunded.



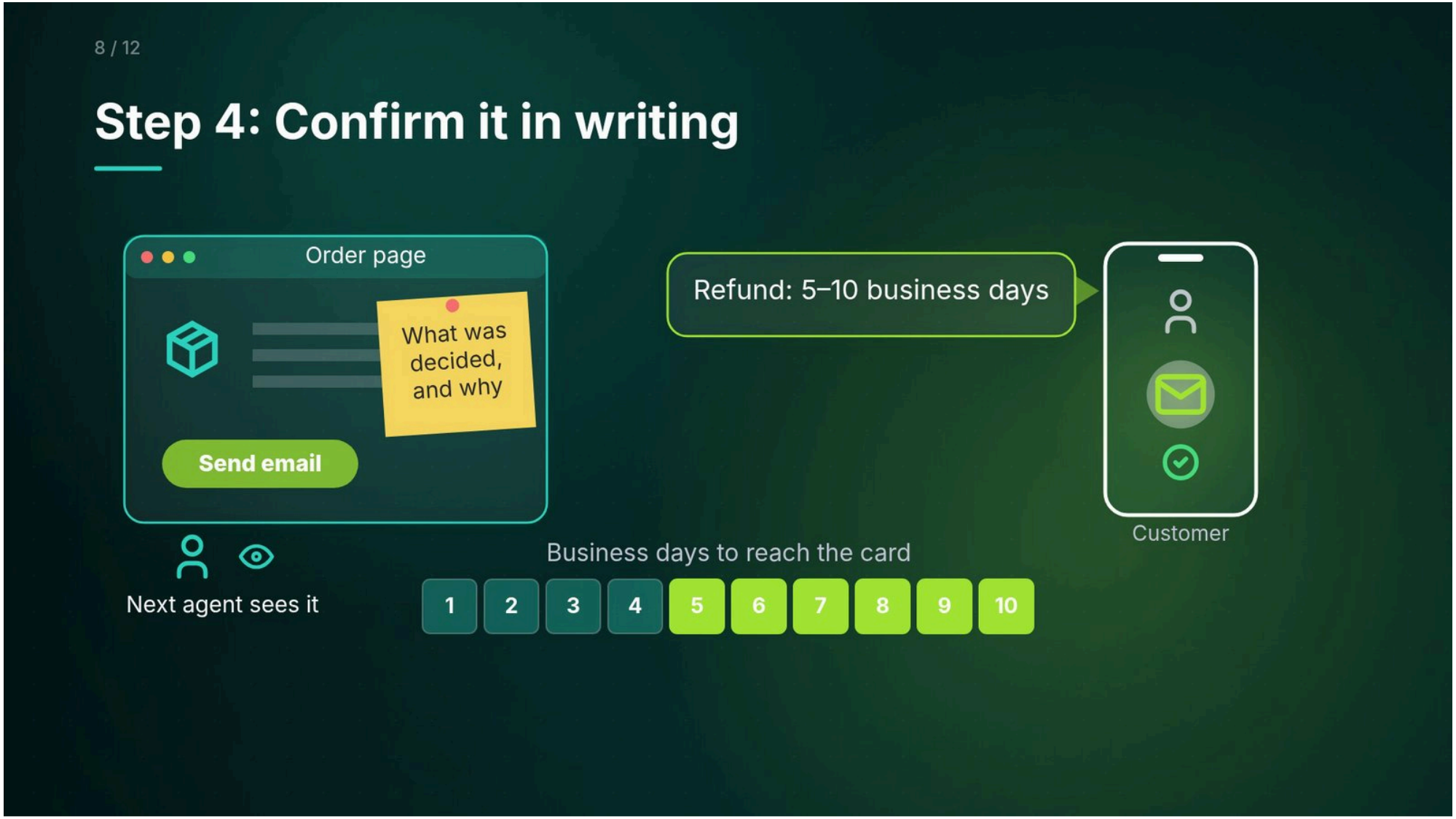
6 / 12 · The 30-day policy

Then apply the policy. Within 30 days of delivery, unused or faulty items get a full refund, or faulty ones can be exchanged; used items that aren't faulty get store credit. After 30 days, unused items get store credit, and faulty items get an exchange, or you ask a team lead.



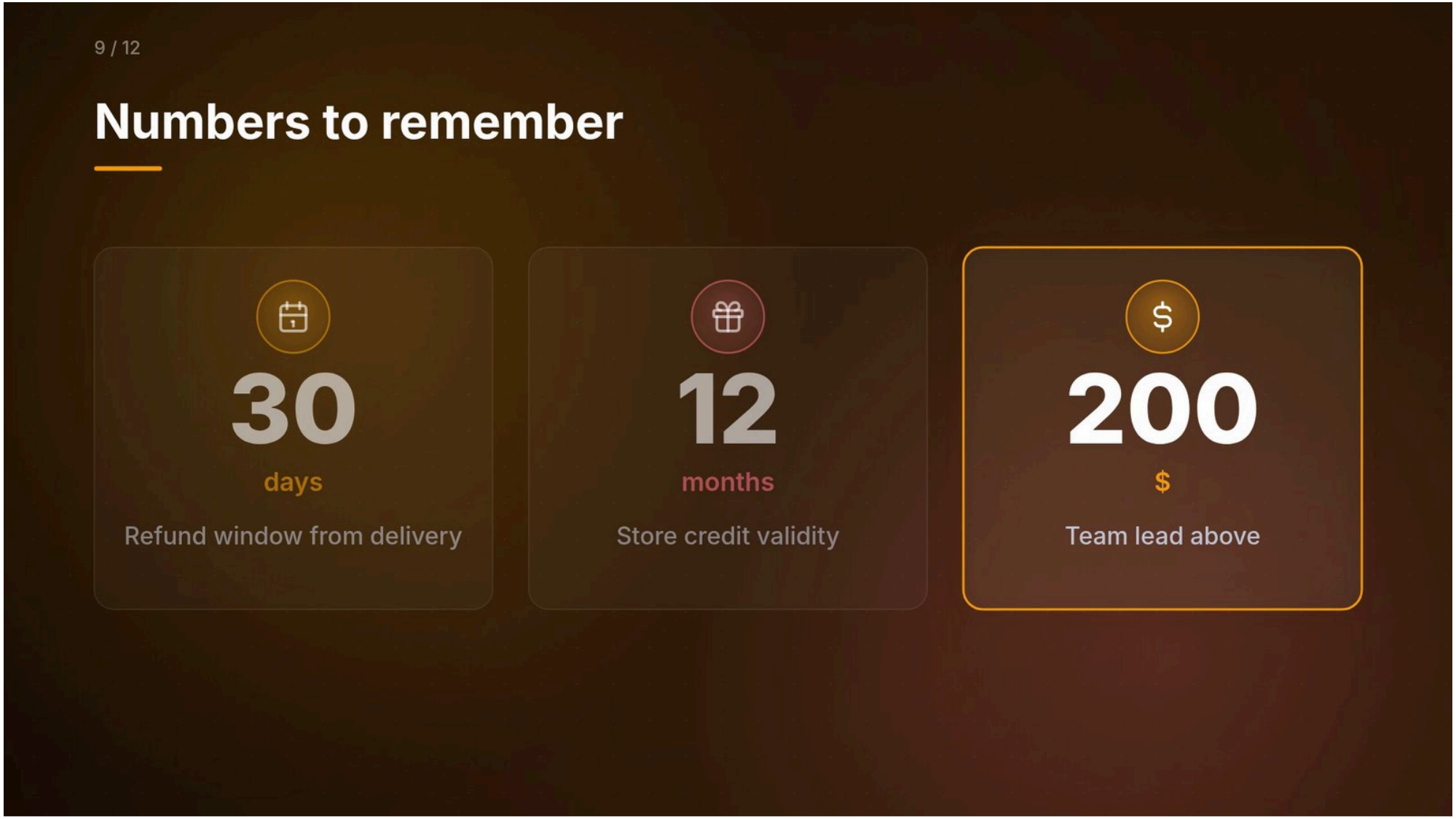
7 / 12 · Step 3: Decide

The table usually makes the decision for you, and there are four outcomes. A refund goes back to the original payment method. An exchange is the same item in a new size or colour. Store credit works for twelve months. And requests over two hundred dollars, or anything unclear, go to a team lead. That isn't a failure; it's the right answer when you're unsure.



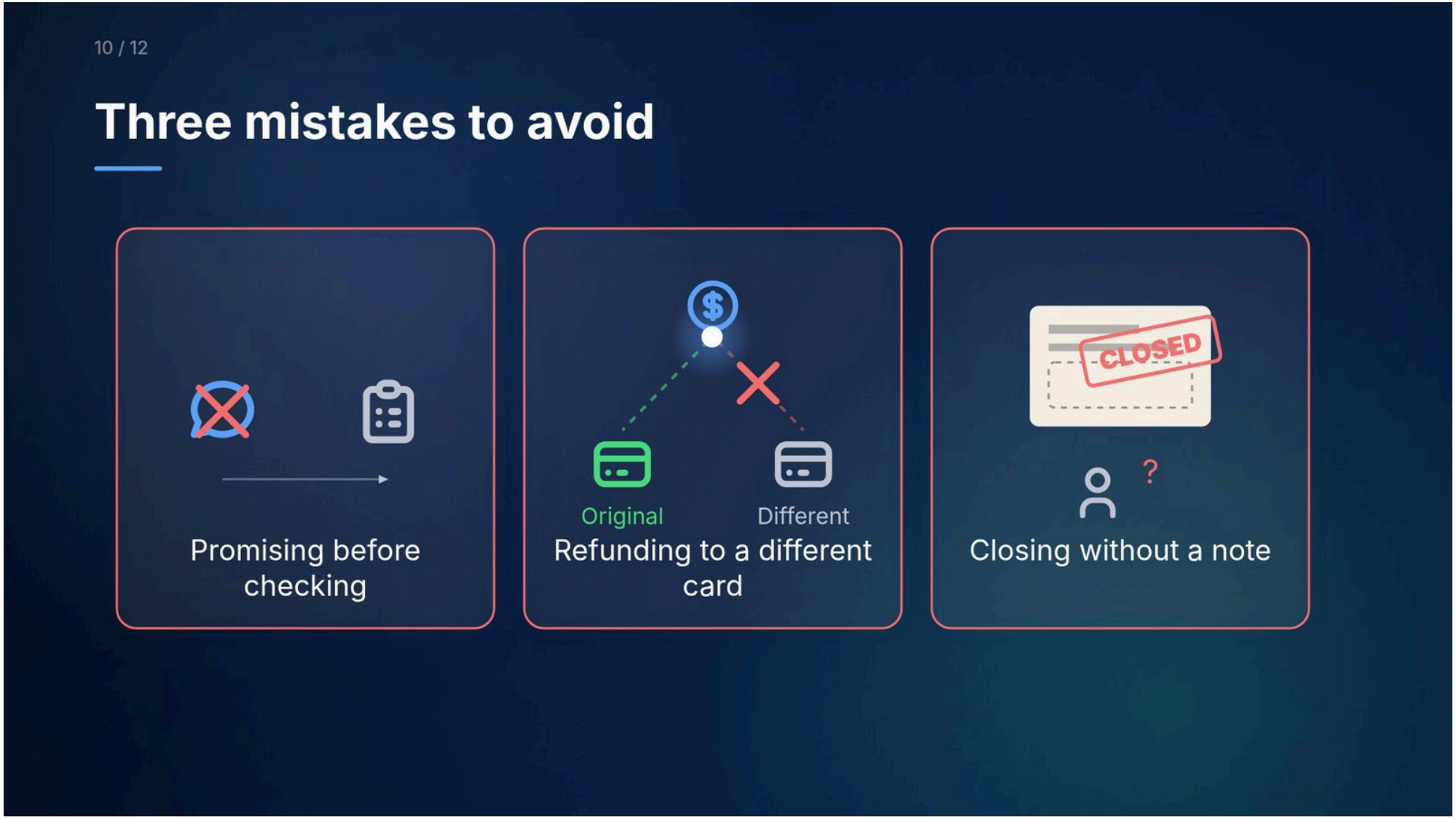
8 / 12 · Step 4: Confirm in writing

Finally, confirm it in writing. Tell the customer exactly what you've done and what happens next, like a refund taking five to ten business days. Send the confirmation email from the order page. Then add a short note to the order, so the next agent can see what was decided and why.



9 / 12 · Numbers to remember

A few numbers carry most of the policy. Thirty days from delivery is the line between a refund and store credit. Store credit stays valid for twelve months. And anything over two hundred dollars goes to a team lead.



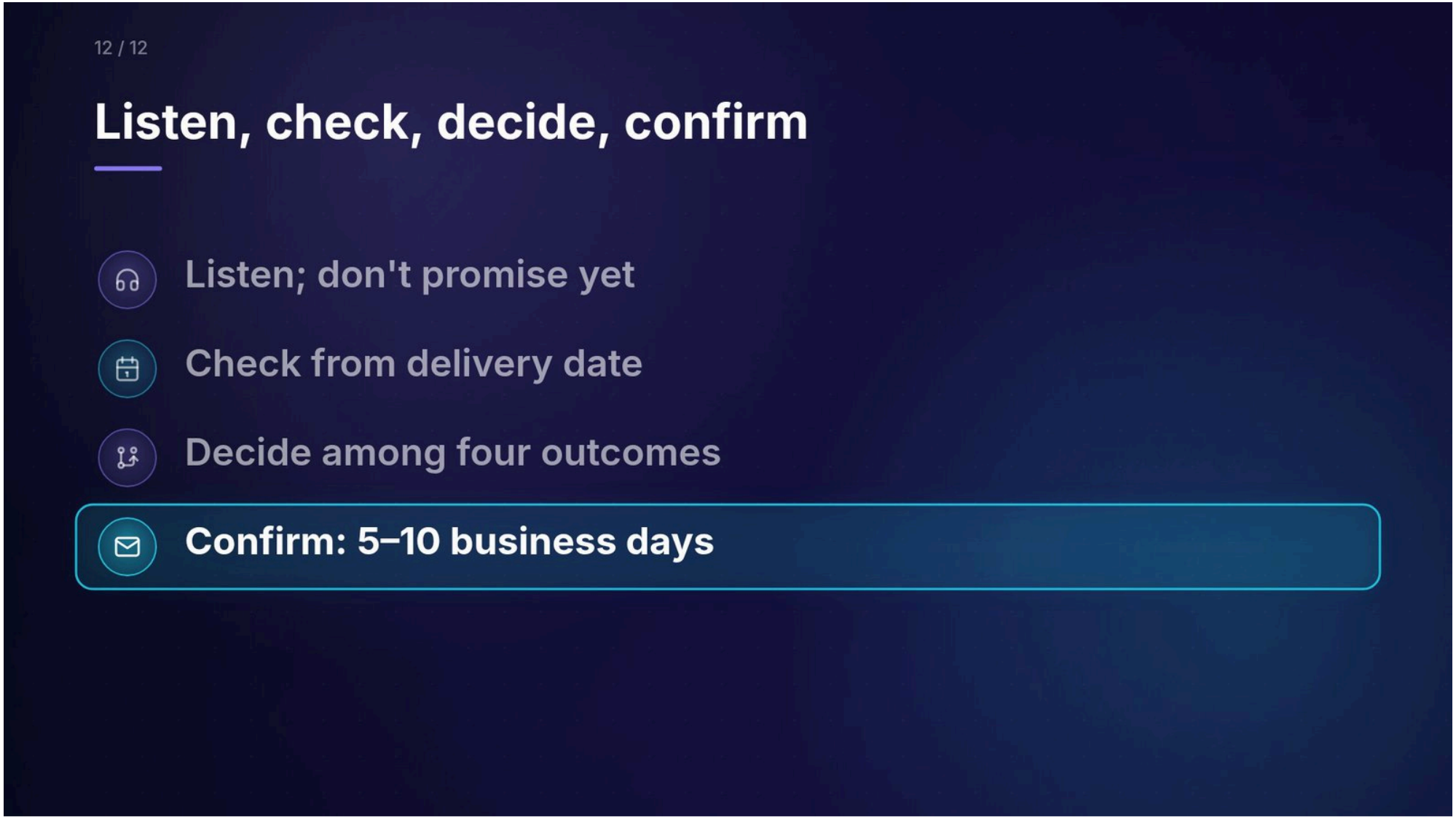
10 / 12 · Three mistakes to avoid

Watch out for three common mistakes. Promising a refund before checking, which means breaking either the policy or a promise. Refunding to a different card or account; the original method protects everyone from fraud. And closing the ticket without a note, so the next person starts from scratch.



11 / 12 · Two cases in practice

Let's try two real cases. Unused boots returned twenty days after delivery get a full refund: unused, and within thirty days. A faulty tent that cost two hundred and fifty dollars, forty-five days after delivery, is over two hundred dollars, so it goes to a team lead.



12 / 12 · Recap

So, every time: listen without promising, check the order against the policy from the delivery date, and decide between refund, exchange, credit or a team lead. Then confirm in writing, including the five to ten business days a refund takes. Thanks for watching.