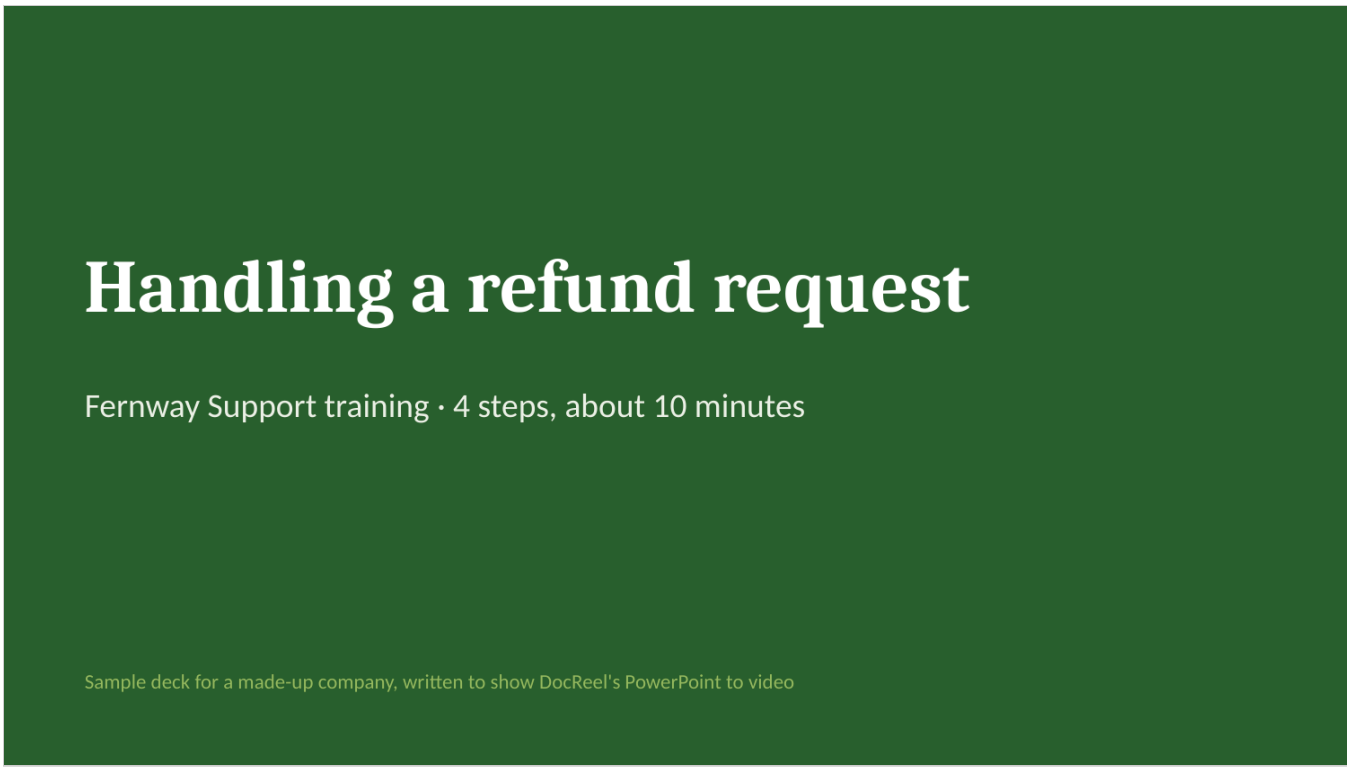
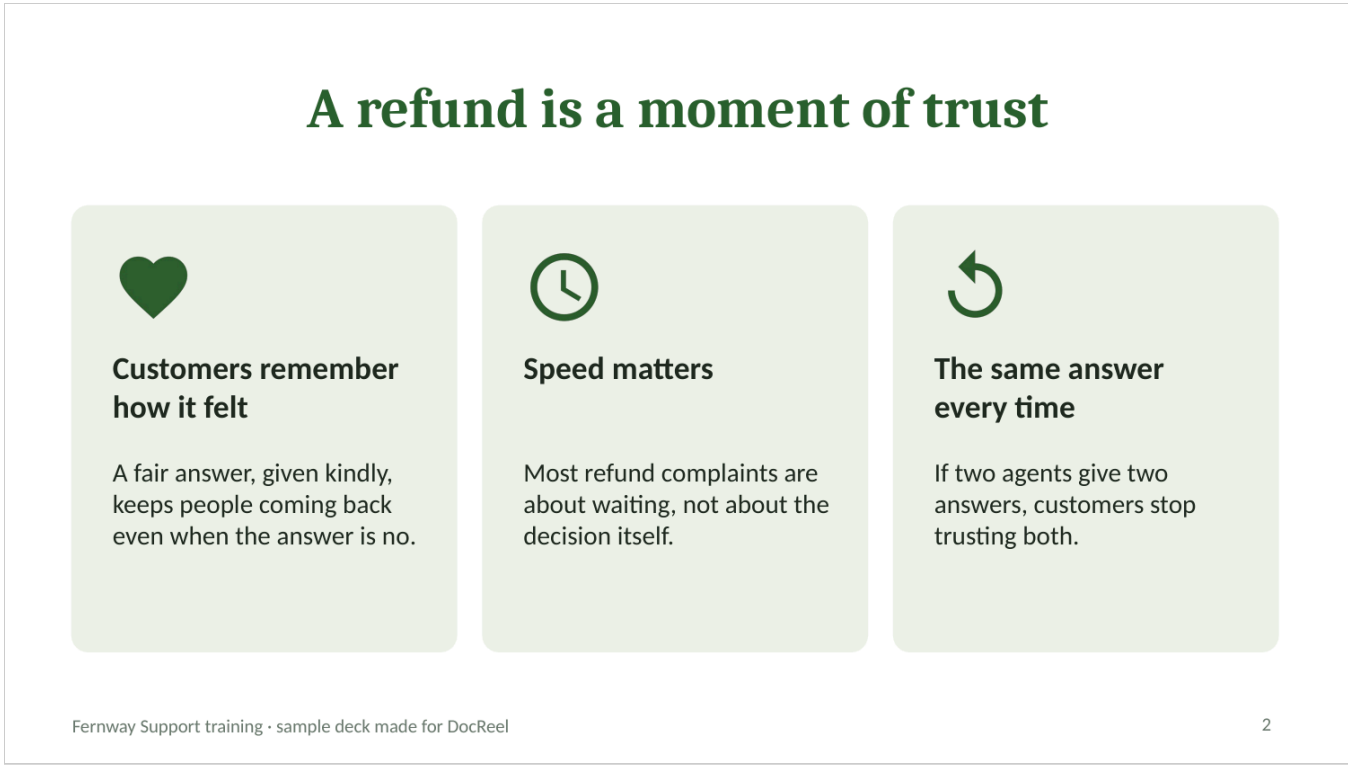


Welcome to this short training on handling refund requests. By the end you'll know the four steps we follow every time a customer asks for their money back: listen, check the order, decide, and confirm. It takes about ten minutes, and there's a quick check at the end. The goal isn't to say yes to every refund. It's to give every customer a fair, clear answer quickly, and to do it the same way across the whole team.



Why do we train on something as ordinary as a refund? Because it's one of the few moments when a customer is already unhappy and is watching closely how we treat them. Three things matter. First, people remember how the conversation felt: a clear, kind answer keeps them coming back even when we can't give them what they asked for. Second, speed: most complaints we get about refunds are about waiting for an answer, not about the answer. Third, consistency: if two of us give two different answers to the same request, the customer stops trusting both of us.



Here are the four steps. One: listen to what the customer is asking for and why. Two: check the order against our refund policy. Three: decide what we can offer, whether that's a refund, an exchange, store credit, or passing it to a team lead. Four: confirm what happens next, in writing. Always in this order. The most common mistake is jumping to step three, deciding, before we've checked the order. We'll go through each step now.

Step 1: Listen before you answer

- Thank the customer and say you'll look into it
- Ask for the order number and what went wrong
- Repeat the request back in one sentence
- Don't promise a refund before you've checked

Say something like
“Thanks for letting us know. So the jacket arrived with a broken zip, and you'd like your money back. Let me check your order.”

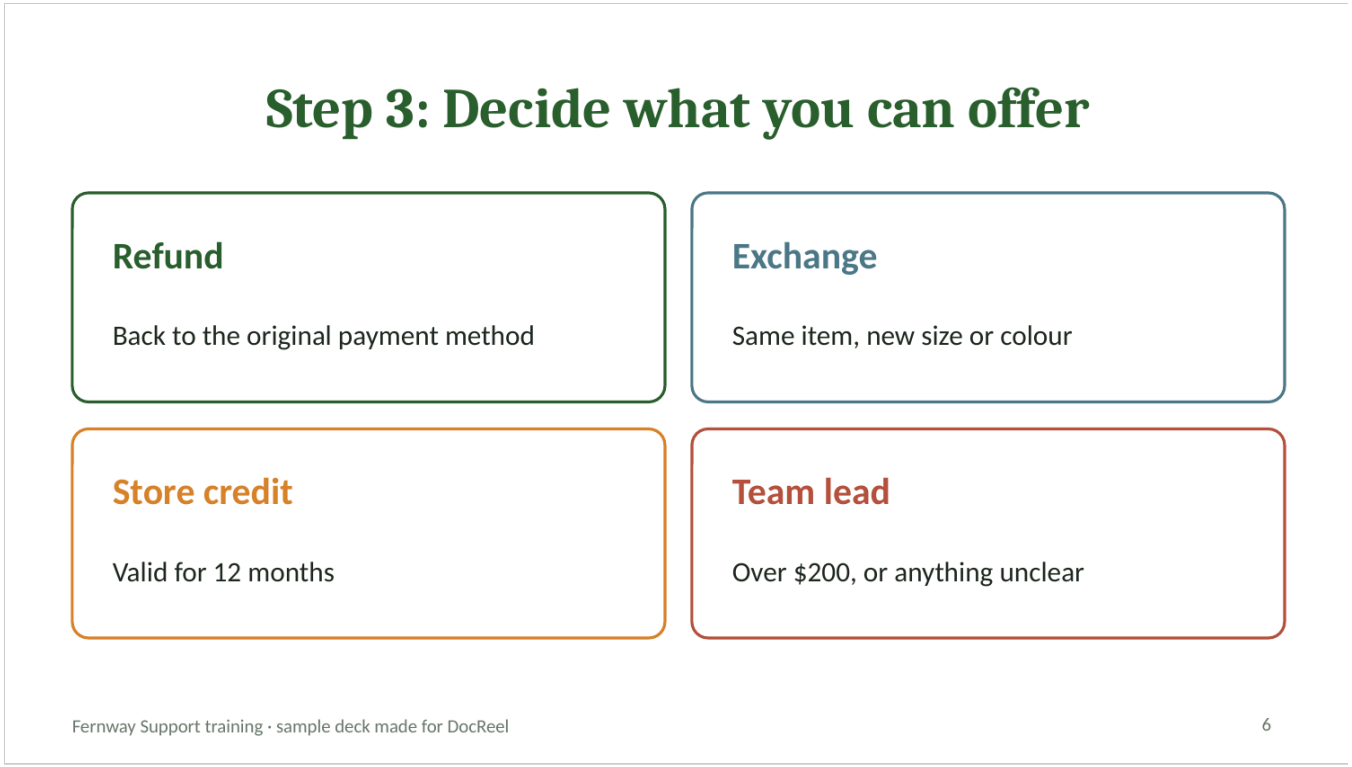
Step one is to listen. Start by thanking the customer and telling them you'll look into it. Then ask for two things: the order number, and what went wrong. Before you go further, repeat the request back in one sentence, like the example on the right. It shows you understood, and it often catches a misunderstanding early. And one rule: don't promise a refund yet. Until you've checked the order, you don't know what we can offer, and taking a promise back is much worse than waiting a minute.

Step 2: Check the order against the policy

Situation	Within 30 days	After 30 days
Unused, in original packaging	Full refund	Store credit
Faulty or damaged on arrival	Full refund or exchange	Exchange, or ask a team lead
Used, not faulty	Store credit	No refund
Final-sale item	No refund	No refund

Days are counted from the delivery date shown on the order, not the order date.

Step two: check the order against our policy. Open the order and look at three things: the delivery date, the condition of the item, and whether it was marked final sale. Then use this table. Within 30 days of delivery, an unused item in its packaging gets a full refund, and so does a faulty or damaged one, or the customer can choose an exchange. A used item that isn't faulty gets store credit. After 30 days, unused items get store credit, faulty items get an exchange, or you ask a team lead. Final-sale items are never refunded. Remember: we count days from the delivery date, not the order date.



Step three is the decision, and the table from the last slide usually makes it for you. There are four outcomes. A refund goes back to the original payment method, never to a different card. An exchange is the same item in a new size or colour. Store credit is valid for twelve months. And some requests go to a team lead: anything over two hundred dollars, or anything the table doesn't clearly cover. Passing a request to a team lead isn't a failure. It's the right answer when you're not sure.

Step 4: Confirm it in writing

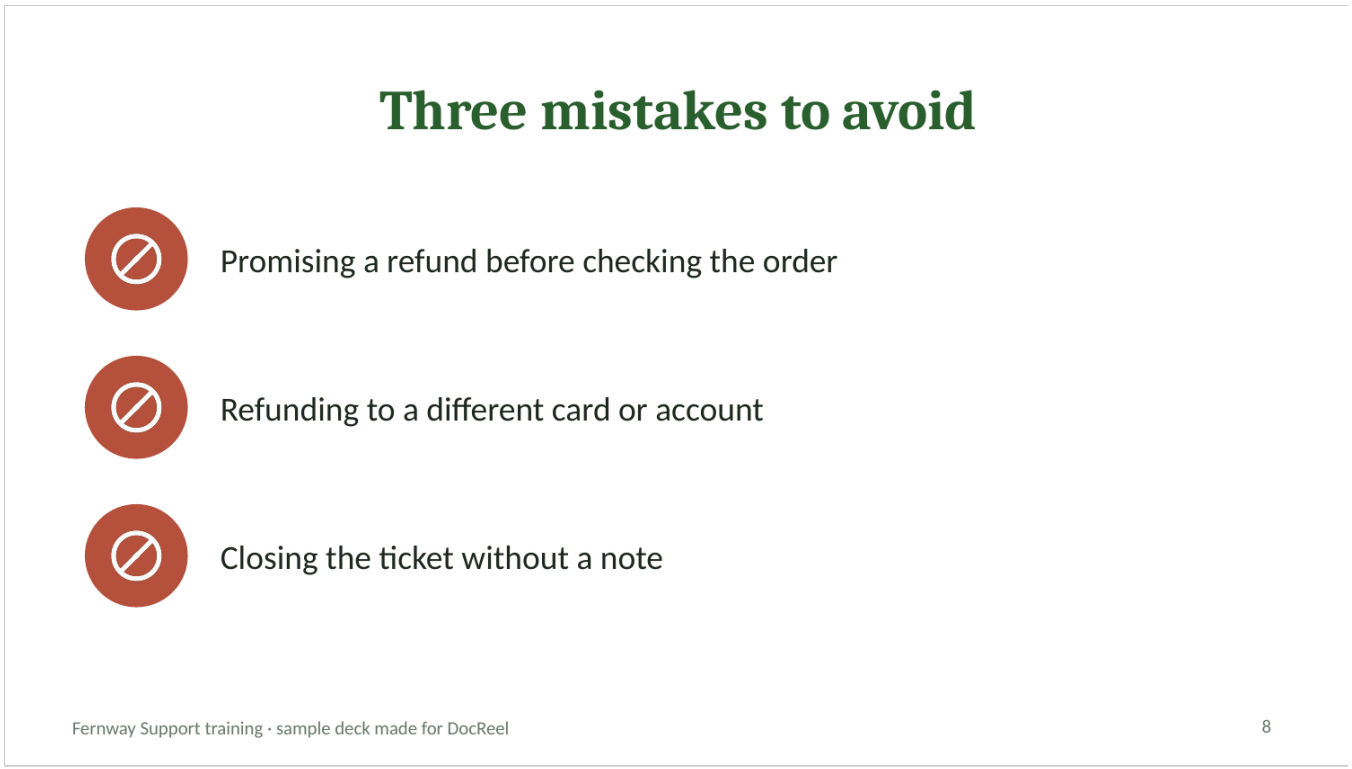
- Tell the customer what you've done and what happens next
- Refunds reach the card in 5 to 10 business days
- Send the confirmation email from the order page
- Add a note to the order so the next agent knows

Your refund is on its way

We've refunded $64.00 for order #10482 to the card you paid with. It usually reaches your account in 5 to 10 business days.

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Step four: confirm it, in writing. Tell the customer exactly what you've done and what happens next. For a refund, that means telling them it usually takes five to ten business days to reach their card, so they don't write back on day two. Send the confirmation email from the order page; there's an example on the right. And add a short note to the order, so if the customer contacts us again, the next agent can see what was decided and why.



Before we finish, here are the three mistakes we see most often. One: promising a refund before checking the order, which leaves us either breaking the policy or breaking a promise. Two: refunding to a different card or account. We always refund to the original payment method; it protects the customer and us from fraud. Three: closing the ticket without a note, so the next person has to start from scratch.



Quick check

1. A customer returns unused boots 20 days after delivery. What do you offer?
2. A faulty $250 tent, 45 days after delivery. What do you do?
3. How long does a refund take to reach the card?

Let's finish with a quick check. First: a customer returns unused boots twenty days after delivery. The answer is a full refund, because it's unused and within thirty days. Second: a faulty tent that cost two hundred and fifty dollars, forty-five days after delivery. It's over two hundred dollars, so it goes to a team lead. Third: how long does a refund take to reach the card? Five to ten business days, and we always say so in the confirmation. That's it: listen, check, decide, confirm. Thanks for watching.