

Customer Service Transcript

Customer: I was charged twice for my order. This is unacceptable!

Agent: I'm really sorry to hear that, and I completely understand how frustrating duplicate charges can be. I've reviewed your transaction and can confirm that a duplicate payment was made on April 3rd. I've now issued a refund for the extra charge, and it should reflect in your account within 5-7 business days. You'll also receive a confirmation email shortly. Please let us know if there's anything else we can help with.

Customer Service Transcript

Customer: My package is two weeks late and no one is doing anything about it!

Agent: I sincerely apologize for the delay. This isn't the experience we want for our customers. According to our system, your order is stuck at our distribution center due to an internal routing error. I've now escalated this issue to our Logistics Team and marked it as urgent. You can expect a callback or email within 24 hours with an updated delivery estimate. We'll also apply a 10 credit to your account for the inconvenience. Thanks for your patience.