



Chat Transcript

Fri 22 Nov 2024

Lenovo

8:39 am

Welcome to Lenovo, how can we help you?

Jithendra HS

8:39 am

Existing Orders

Lenovo

8:39 am

To better assist you today, Lenovo may need to collect and use some of your personal information, and we may retain a record of this chat session for training and quality purposes. Please note that certain Lenovo chat services may be powered by Artificial Intelligence (AI). For further information, please review [Lenovo's Privacy Statement](#).
How can we help you today?

Jithendra HS

8:40 am

Return

Lenovo

8:40 am

Hi there, please provide your order number.

Jithendra HS

8:40 am

4647227847

Lenovo

8:40 am

For verification, please provide the email or phone number you used when placing the order.

Jithendra HS

8:40 am

Phone

Lenovo

8:40 am

Please provide the phone number that you used to place the order.

Jithendra HS
+17203351188

8:40 am

Lenovo

8:40 am

To proceed with your return, please [click here](#).
Does this resolve your inquiry?

Jithendra HS
No

8:41 am

Lenovo

8:41 am

Would you like to speak with our representative?

Jithendra HS
Yes

8:41 am

Lenovo

8:41 am

Are you a retail consumer or a small business?

Jithendra HS
Consumer

8:41 am

Qurat

8:41 am

Thank you for contacting Lenovo customer support. My name is Qurat, and I would be happy to assist you today.
Hello Jithendra, and a very good morning!

Jithendra HS

8:41 am

Hi Qurat, Good morning

Qurat

8:42 am

Jithendra, I hope you are doing great!
Jithendra, if I understand you correctly, you're interested in learning more about the return process. Is that right?

Jithendra HS

8:43 am

That is one thing and other is about the compensation for my other order
Let me explain the background

Qurat

8:44 am

Thank you very much for clearly specifying your concern. Your detailed explanation will greatly assist us in resolving the issue effectively.

Jithendra HS**8:48 am**

On Nov 7th I ordered a laptop: 4647159390 with my general gmail ID for 0 my rewards point and about %5 sales person offer On the same day my friend suggested me to order using student ID to get the GAMEPLAY ecoupon offer(\$167) and My rewards point(\$104) But I thought instead of cancelling the existing order and book new one, talking to customer care might help, so one of the customer care person offered 7%, but was still missing out my reward points

8:49 am

After couple of days tried to cancel the order and book new one with my student ID, But transactions failed and my lenovo account got block for 48hrs
in the mean time the ecoupon expired and laptop gone out of stock
So I requested customer care to cancel the existing order by rerouting to your warehouse

8:52 am

I was despired and disappointed, Then I bought the lower version of the same laptop 4647159390 and just got student discount and sales person discount

8:54 am

4647227847*

some how the cancelled order delivered to me and yesterday I got the both laptops from 4647159390 and 4647227847

Qurat**8:56 am**

Thank you for providing such a detailed background. I fully comprehend the complications you've faced in your situation. I sincerely apologize for any inconvenience this may have caused you.

Jithendra HS**8:56 am**

Now I wanted to return the 4647227847, also I want the offers I missed on 4647159390 order to be reimbursed

Qurat**8:58 am**

Thank you for providing the details. I understand that you wish to return one product and seek a 7% compensation for the other order.

Please feel at ease as I promptly review all the information and work towards offering you the best possible resolution.

Jithendra HS**8:59 am**

Last time I checked with one of the sales person, he told customer care can reimburse your loss, so please do the needful

Qurat**8:59 am**

Jithendra, I am eager to assist you with the 7% concession that was previously provided for order number 4647159390. Additionally, I am eager to assist you with the return request for your order, number 4647227847. I would like to inform you that, for future reference, you also have the option to initiate a return request through your order lookup page.

Jithendra HS**9:02 am**

I am ok with 7% concession, but I still miss out the reward points, that i could have used to buy accessories

Qurat**9:03 am**

I fully understand your concern regarding the reward points you missed. However, I must inform you that, unfortunately, rewards cannot be applied retroactively. T

This policy means that any purchases made prior to your enrollment in the My Lenovo Rewards program are not eligible to earn reward points.

Jithendra HS**9:06 am**

Can I get atleast 9-10% and we call it a deal

Qurat**9:06 am**

Jithendra, I would be more than happy to assist you with this matter, as I truly do not want you to encounter this inconvenience.
Nonetheless, due to restricted access, we are limited in what we can offer. We can guarantee a concession of only 7%, as we initially promised.

Jithendra HS**9:07 am**

Is there any voucher that is equal to the reward points that I can get?

Qurat**9:08 am**

Jithendra, I truly wish I could assist you with this, but as a member of the post-sales team, my access is quite limited. I apologize for any inconvenience this may cause. Regrettably, we are unable to provide vouchers that equate to the value of reward points.

Jithendra HS**9:10 am**

Ok, I don't want to waste any time further, I agree to the 7% concession and help me return 4647227847

Qurat**9:10 am**

Thank you very much for your kind understanding and trust. Please believe me, I understand the importance of saving money and earning rewards, as I am also a customer who values these benefits.

I hope you understand my limitations as well. 😊

I am glad to inform you that I have raised the return request for you. Here is the reference number RT000462654 for future references.

Once approved, you will receive a return shipping label as well as an email with your return order number included in the email address we have on file within 24-48 business hours.

Once your item is returned to the warehouse, your refund will be released, and you will also receive a confirmation email of the credit. This process usually takes about 5-7 business days.

Jithendra HS**9:12 am**

What about the 7% concession?
How that will be calculated and refunded?

Qurat**9:13 am**

I have submitted a concession request to compensate the inconvenience you have experienced with Lenovo.

Jithendra HS**9:13 am**

Can you please send the price break up once again

Qurat**9:13 am**

The amount will be credit back to your account within 3-5 business days.
Yes, I would love to share it.

Jithendra HS**9:13 am**

Is there any confirmation mail that I expect

Qurat**9:14 am**

Certainly, you will be sent a confirmation email that will include all the details about the concession and the refund once the refund is processed.

Jithendra HS**9:15 am**

Price break up please..

Qurat**9:16 am**

I am on it. Please stand by!

Jithendra HS**9:17 am**

I am a student and I am so much worried about money, please don't mind my interruption

Qurat**9:18 am**

I completely understand your concern, and I encourage you to ask any questions you might have. As someone who was once a student myself, I recognize how crucial it is to save money. I'm more than happy to assist you with anything that's within my ability. I am almost done!
The refund amount will be \$86.27.

Jithendra HS**9:19 am**

Thank you for understanding and the price protection still applies I believe

Qurat**9:20 am**

Jithendra, I want to let you know that generally, we provide only one concession for each order. However, if there's a chance to lower the price further, it will require approval from our internal team.

Jithendra HS**9:21 am**

Ok

Qurat**9:22 am**

Thank you very much for your kind understanding and being so nice on chat. It was only possible because of your patience and understanding.
Here is the request ID CR000071280 for the concession.

Jithendra HS**9:23 am**

I did not got any confirmation mail or return code mail yet

Qurat**9:23 am**

I want to let you know that you can expect to receive the reurj shipping label within the next 24 to 48 business hours.

Jithendra HS**9:24 am**

Ohh Ok