



## Chat Transcript

Tue 12 Nov 2024

**Lenovo**

7:42 am

Welcome to Lenovo, how can we help you?

**Jithendra H S**

7:42 am

Existing Orders

**Lenovo**

7:42 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 H S**

7:42 am

Cancellation

**Lenovo**

7:42 am

Hi there, please provide your order number.

**Jithendra H S**

7:42 am

4647159390

**Lenovo**

7:42 am

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

**Jithendra H S**

7:42 am

Phone

**Lenovo**

7:42 am

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

**Jithendra H S**

7:42 am

+17203351188

**Lenovo**

7:42 am

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

**Jithendra H S**

7:42 am

No

**Lenovo**

7:42 am

Would you like to speak with our representative?

**Jithendra H S**

7:42 am

Yes

**Lenovo**

7:42 am

Are you a retail consumer or a small business?

**Jithendra H S**

7:42 am

Consumer

**Anmol**

7:43 am

Welcome to Lenovo Customer Service. My name is Anmol. I will be happy to assist you today.

**Jithendra H S**

7:43 am

I want to cancel this order : 4647159390

**Anmol**

7:44 am

I have carefully noted your concern and fully understand your situation. You are looking to cancel your order. Jithendra, could you please share your reasons for wanting to cancel the order? I'm interested in understanding your perspective.

Just a friendly check, are you there?

7:48 am

Not a rush, are we still connected?

7:50 am

**Jithendra H S**

7:50 am

yes

**Anmol**

7:51 am

Thank you!

**Jithendra H S**

**7:51 am**

I have seen better offers on same laptop

**Anmol**

**7:51 am**

I appreciate you taking the time to share that information with me. Thank you!  
Would it be alright if I place our chat on hold for just 2 minutes while I verify your order details? Thank you for your patience.

**7:53 am**

Thanks for staying connected on the chat. I appreciate your time and patience.

**7:54 am**

Jithendra, after reviewing the details, I can inform that the order has already been rerouted to the warehouse. Once it arrives there, the warehouse team will process the refund. You can expect the refund to be completed within 5-7 business days.

**Jithendra H S**

**7:54 am**

ok, thanks for confirmation