

Meijer Support Call Transcript — MEI-25458

Ticket ID:	MEI-25458	Priority:	Low
Created:	2025-04-29 15:12:59	Status:	In progress
Store #:	286	Store:	Grand River Ave, Detroit
Category:	Operational Issues	Type:	Policy Question
Coordinates:	42.4120913, -83.25276933338253	Location Type:	Store

Transcript

Here is a realistic customer service phone call transcript for the Meijer store issue:

OPENING

Store Operations, this is Agent Thompson. How can I help you today?

Michelle Miller: Hi, Agent Thompson. This is Michelle, the Grocery Manager at the Grand River Ave store in Detroit. How's your day going?

Agent Thompson: It's going well, thanks for asking, Michelle. What brings you to call us today?

Michelle Miller: Just a quick question, thanks for taking my call.

PROBLEM DESCRIPTION

Michelle Miller: So, we're having a bit of a policy question come up. We've got a customer who's trying to return a pack of ground beef that's past the expiration date. They're saying it was purchased here, but we can't find any record of it in our system.

Agent Thompson: Okay, I see. Can you tell me more about the situation? What's the expiration date on the ground beef, and when are they claiming it was purchased?

Michelle Miller: Let me check... (background noise) Okay, it says here the expiration date was April 20th, and they're saying it was bought on the 15th.

Agent Thompson: Alright, got it. And you've checked the receipts and can't find any record of the purchase?

Michelle Miller: That's right. We've checked the receipts from the 15th, and nothing's showing up. (pause) Oh, sorry, can you hold on just a sec? (brief hold) Okay, I'm back. Sorry about that.

Agent Thompson: No problem, Michelle. I'm still here.

TROUBLESHOOTING/RESOLUTION

Agent Thompson: Okay, so just to clarify, you've got a customer trying to return expired ground beef with no record of purchase. I'm going to go ahead and reference the ticket we've got open for this, MEI-25458. I think our best course of action would be to follow our standard return policy, which states that we can't accept returns on expired products without a receipt.

Michelle Miller: That makes sense. But what about if the customer is insisting it was purchased here?

Agent Thompson: Well, in that case, we can offer to provide a store credit or a raincheck for a future purchase. I'd recommend speaking with the customer and explaining our policy. If they're still not satisfied, we can always escalate the issue to a store manager.

Michelle Miller: Alright, that sounds like a plan. What's the timeline looking like for resolving this issue?

Agent Thompson: Well, since this is a low-priority issue, we're looking at a resolution time of about 24-48 hours. But I'll make sure to follow up with you tomorrow to check on the status.

****CLOSING****

Agent Thompson: Just to summarize, Michelle, we're going to follow our standard return policy and offer a store credit or raincheck if the customer is still not satisfied. Your ticket number is MEI-25458, and I'll follow up with you tomorrow to check on the status.

Michelle Miller: Sounds good, thanks for your help, Agent Thompson.

Agent Thompson: You're welcome, Michelle. Have a great day, and thanks for calling Store Operations.

Michelle Miller: You too, thanks again. Bye.

Agent Thompson: Bye, Michelle.