**DELIVERY INQUIRIES**

**EU - All orders placed after 13:00 (CET) will be shipped the next business day.**

**UK - All orders placed after 14:00 (pm.) will be shipped the next business day.**

1. Always check the status of the parcel is Magento
2. Always check UPS/DPD tracking (don't trust customers word)

<https://www.aftership.com/en/track>

<https://www.dpdlocal.co.uk/content/products_services/uk_delivery_services.jsp>

usommer@gsl-servicenet.de

thjanetzki@gsl-servicenet.de

hvoigt@gsl-servicenet.de

**Lost parcels and UPS investigations** > Helko only

**Updates regarding above claims** > Helko only

**GSL Picking errors** > Helko only

**Change of address of orders** > Helko only

**Cancelation of orders** > Helko and CC Uwe and CC Thomas

**Stock count request or issue with mixed SKUs** > Uwe and CC Thomas only

**New booked in deliveries** > Uwe and CC Thomas only.

*Hi*

*Thank you for your message and for your recent purchase with us!*

*Please note your order has been shipped out.*

*You can track your parcel yourself by visiting https://www.ups.com/track?loc=en\_BE&tracknum=1ZER21356857952847&requester=WEMS\_1Z*

*Your tracking number is 1ZER21356857952847*

*I hope that was helpful. If there's anything else I can help you with, please do not hesitate to ask!*

*Have a great day =)*

**ADD TEMPLATE EXPLAINING ABOUT BIZ DAYS**

*Hi Benjamin Lehmann,*

*Thank you for your recent purchase and for your inquiry! We are sorry for any inconvenience caused by the deliverer.*

*While we try to do everything on time from our side, we can only have fingers crossed the delivery companies to do theirs. However, it is pretty much out of our control.*

*After checking your order details, it appears that the package is still in transit and should be delivered to you soon.*

*You can view your tracking history directly from this link:https://www.ups.com/track?loc=en\_DE&requester=QUIC&tracknum=1ZER21356857124027/trackdetails*

*Please stay tuned for the tracking updates. Hope you'll enjoy your order when you have it in hands after all=)*

**If investigation is required:**

1. For **EU** shipments need to send a new email to Uwe/Thomas in CC at [usommer@gsl-servicenet.de](mailto:usommer@gsl-servicenet.de) / [thjanetzki@gsl-servicenet.de](mailto:thjanetzki@gsl-servicenet.de) (ask them to contact UPS for lost parcels etc).

2. For **UK** shipments to need to send a new email Cloud at

support@supportcloudfulfilment.freshdesk.com

**Order not imported to warehouse, will ship today**

NO CANNED REPLY - TO BE ADDED

**Tracking showing Returned To Sender - customer asks to resend the package, address incorrect**

1- open Magento check and check shipping address (google it) and also check what tracking says (i.e. customer provided not his personal address etc)

2- check Cloud if the item was returned

2 - ask Sam for approval if we can resend the order

3 - ask correct address (NO CANNED REPLY - TO BE ADDED, need to inform the customer what UPS tracking says regarding the returning order, if required, to mention that we provide personal delivery, and then ask customer to confirm correct address and attach a screenshot from UPS tracking)

4 - resend the order

***How to resend the order:*** *reship in Magento*

**No Tracking - Order Unpaid**

**Check order date, payment method, country of delivery.**

**Payment Status - Open:** that’s Unpaid

**Bank transfer payments** usually take around 1-3 business days to process. Unfortunately, the payment has not yet been credited to our account. Please contact your bank and check the status of your transfer. Template to use: Payment not arrived yet, bank transfer.

**RETURNS**

To check if we received back a return, check Cloud

If a customer wants to return his order, we have a strict return policy that we do not accept opened/used items. Therefore customer needs to fill out our return form here https://magicvaporizers.com/return-form

If the picture is not clear that the sealing is still intact we need to ask the customer to send us a new picture that shows it. Once all is confirmed we will then provide the customer with a return address.

**Return UK - Cloud**

**Return IE+other EU - GSL**

**RMA Doc sheet**

https://docs.google.com/spreadsheets/d/1333Gyuxf0xj0LZhFukpRClODtOyG79vwukvjlhT2oxU/edit#gid=0

All RMA's when request files or videos are to be uploaded to the dropbox folder using that link.

The files uploaded will be placed in a folder called **2. Requested Videos**

Once RMA is checked and approved, fill out the Doc sheet and move the files/folder to **"1. Created RMAs/Brand/Registered RMAs/RMANUMBER**

Example

**./RMA/1. Created RMAs/Arizer/Registered RMAs/RMA2049**

*Don't fill out doc for unapproved RMAs!*

If a customer has attached files to the email, you can create the folder yourself in dropbox and save the files from the email there directly.

**General Returns request - the item didn’t suit the customer (not damaged or malfunctioning, not used)**

Canned response ‘*Confirm the return is sealed and brand new*’

**Return Request (item was used)**

*‘Warranty Video Request/Upload To Drive’* template.

We ask customer to submit a claim for warranty and then we will pass it to the manufacturer.

*Unfortunately, you can not return the vaporizer, since it has been used. Note please, vaporizers are meant to be used orally, which means they classify as hygienic goods and are exempted from the right of withdrawal. Vaporizers are not returnable due to health regulations if the product has been used.*

*However, we can open the warranty claim, and raise your case with the manufacturer. If they approve the warranty, we will replace your device.*

For DynaVap, and Davinci vaporizers we ask also the picture of inside the chamber

**Defecting / Malfunctioning Items / Battery Issues**

**Battery Issue / loading slow**

1. Customer can’t return the item, as it was used
2. Ask customer to test the device as follows:

Please turn your fully charged device to 190 degrees Celsius and let it work, turn back on if it powers off, or click the button from time to time, so it keeps working.

*Please record the total runtime from a completely charged battery to a completely depleted.*

*Also, please let us know at what room air temperature you are testing the device. And also at what temperature you were using it before.*

*We need this exact information so we can provide it to the manufacturer and get an official response from them.*

*Looking forward to your reply!*

*…………………………………………………………………………………………………………………………………..*

If any **UK** customer is contacting us **within 7 days** of receiving **a unit which becomes faulty**. We can assist him ourselves with replacement. Ask for a video +serial of the issue. Check up the error code also first what it means.

**Missing Accessories (i.e. missing pads)**

Canned response ‘*Hide wrapping paper cardboard*‘ + ask for a picture

\*add if required: if the pads are still not found, please take out all wrapping paper, fold it and place aside with the box everything came in, and all items that came in and take a picture of everything, and please share it with us here.

**Missing Items**

Raise with Cloud/GSL + add to sheet

**EDIT/CANCEL/CHANGE ADDRESS**

**Edit Order / Add Items to the order**

We can hold the order create a discount for the SKU, and after customer bought it, add it to this order

1. Unhold. Add correct item. Remove old item (there will be question something like if you remove this item you will delete invoice or something like that. Remove anyway).
2. Change status of the order to Cancelled (in the top of the order info --edit - order status - cancelled).
3. Click Un Cancel
4. Invoice - New Invoice - Submit Invoice
5. Check Invoice if items changed are correct

**Cancel Order**

Check if order was imported to the warehouse

Scroll this order in Magento

In the bottom you will see comments: https://prnt.sc/AXjWELmhf06O

If not imported to the warehouse, just cancel.

If imported to the warehouse, contact Cloud/GSL and ask to cancel (leave ticket open). Say customer we contacted warehouse to cancel.

Cloud = UK orders

Thomas/Uwe = EU orders

If not able to cancel:

*Hello*

*Thank you for your message!*

*I'm sorry to inform you your parcel has been already collected by UPS, thus it is too late to cancel the shipment.*

*The tracking will follow automatically at 19:00.*

*For any other questions, don't hesitate to ask.*

*Have a great evening!*

Actually, we can’t cancel or change order after 3 pm!

**How to cancel/refund an order (not imported to warehouse)**

**TO ADD VIDEO HOW TO ISSUE REFUND**

Open order in Magento

Open **Invoices**: https://prnt.sc/3AfXDbCNt52G

In the top click on **Credit Memo**

Leave the boxes "**Return to stock" empty**

And click on **Refund**

Important refund to click on **REFUND OFFLINE**!!!

**How to send a replacement**

Reorder on Magento:

Reorder then set the price 0 and click on update items

Set free shipping and submit order

After invoice it

Go to invoices and click on invoice (in the top) and submit invoice

When the parcel is returned back to us (no matter why refused, not picked up or just return case) we need to increase the stock manually, since the system can not do this.

**Change Address**

Check if order was imported to the warehouse

Scroll this order in Magento

In the bottom you will see comments: https://prnt.sc/AXjWELmhf06O

If not imported to the warehouse, put order on Hold

**If imported to warehouse, change address request**

New email to Uwe and Thomas (Cc) : <https://prnt.sc/YAuHUAhWmp-j>

Leave ticket Open! Set as Pending.

**Invoice Request**

1 - find order in magento, then open the invoice

2- click on the invoice

3- click on the print

the invoice will be downloaded

then just attach it to the email

and answer Please find your invoice attached template

**Warranty**

Warranty video request - *‘Warranty Video Request/Upload To Drive’*

(if customer submitted the claim - remove the part about submitting the claim) and also check the serial there should be 6-7 digits.

**PRODUCT INQUIRIES**

**Reuse Cotton?**

Hi NAME,

The cotton can be reused a few times at most.

It is just organic cotton which can be purchased pretty much everywhere like makeup stores, pharmacys and so on. Make sure it's unbleached only :)

Or you can also use wool instead if you prefer that.

Regards

**DaVinci Product Issue**

In most cases with DaVinci we recommend checking the battery compartment/ to lift the spring there to clean the battery connectors with the ISO /to do reset etc.. Check canned responses: DaVinci Battery Issue; DaVinci all issues response.

**Wrong Plug / Plug doesn’t fit**

In cases like this we need 1 photo of the box where is mentioned the plug type+photo of the plug itself + serial number of the device. When we have all this we can contact the manufacturer and ask them to ship the correct plug to the customer. Not always the manufacturer sends the goods though. Sometimes they ask us to replace the unit. Depends on brand and situation.

**PRICE MATCHING**

<https://magicvaporizers.co.uk/price-match-guarantee>

We can issue refunds to customers who ask for matching within 14 days. Be careful not to issue a full refund but only the correct amount :) We can not revert refunds.

How to issue a coupon code? **VIDEO TO BE ADDED FROM SKYPE / TEMPLATE TO BE CREATED**

**CREATE DISCOUNTS ADD VIDEO**

When we have cases about price match, we ask Sam to be sure that all is ok, except the following shops

**For UK**: Vapefiend, Vapeelevate

**For EU**: need to check

There is a new status in Magento now, when you create discount codes "**Set on hold status**" toggle this to Yes. It means that when a customer places an order with this code, the order automatically gets placed ON HOLD when payment is made so you can verify and UNHOLD it to approve it.

Name the discount code with the order number or customer name/surname. It is easier to recognise the discounts this way.

In the response, ask customer to contact us when he placed the order with the discount, since we set the function hold the order when we offer a personal discount. (Set on Hold Status). When customer replies that they placed the order: We have now confirmed and approved your order.

**also delete code once it has been approved so its not left there**

Templates to use: *Price-match Approved / Sending Discount Code*

**DAILY TASK**

Once a day search this in magento

BC orders placed using discount codes will be on hold and not sent to warehouse

We need to unhold those orders

As in reality a customer can use his code and buy 3 accessories instead of the vape it was designed for :)

So by setting UNHOLDING it after it has been placed, we check it was used properly and can ship it

**CANNABIS**

If you are using only cannabis, then you should have a look at Solo 2, or Boundless cfx.