**Customer Support Standard Operating Procedures (SOP)**

**Ecommerce Company Customer Support SOP**

**Purpose**: The purpose of this SOP is to provide structured instructions for the customer support team to handle customer inquiries and tickets efficiently and effectively, ensuring a consistent and positive customer experience.

**Format and style**: the SOP must be written in the form of structured instructions, organized in flowchart structures, with step by step actions to perform organized in a numbered list. For each topic, it must also contain examples of customer questions/tickets and the agent answers. If the agent’s answer is a Macro/Template message, indicate the Macro/Template title as called in the ticketing system.

**EXAMPLE OF SOP - CREATED BY OUR AI**

General

# TICKETS PRIORITY

1. Cancellation of orders

2. Edit of addresses

3. Edit of orders

The above are most urgent and time sensitive because if not done in time they will cause a lot of extra work for us.

Then

4. Potential customers want to purchase something and have issue with payments or decision-making

5. Lost orders

6. Warranty/RMA cases

7. Other complicated cases that need where customers ask for guidance, comparisons and so on. Where longer answers are needed

8. The rest

# Daily Task

1. Once a day, search in Magento for orders placed using discount codes that are on hold and not sent to the warehouse.

2. Unhold the orders to check that the code was used properly and the order can be shipped.

**ALWAYS! check customer’s ticket before unholding the order as it could ne orders that should be merged!**

# No Calls

→ we don't have a phone service

We provide support services only via email.

Please ask your questions here, and we will be happy to respond.

# Is my personal information safe?

Yes, we take the storage of your personal information very seriously and have several layers of protection to prevent security breaches. Read more about how we handle your information in our [**Privacy Policy**](https://magicvaporizers.com/privacy-policy).

# Do you offer wholesale selling?

Yes, we offer our wares for wholesale prices to all European companies with a valid VAT number. [**Read more about our wholesale offer here**](https://magicvaporizers.com/vaporizer-wholesale-europe).

Use Template: **“Please contact our wholesale department”**

# WE DON’T SELL

# → VAPE PANS

*NOTE: Dry Herbs Vaporizers are NOT compatible with the e-liquids, like juices or vape juice.*

AGENT ANSWER EXAMPLE:   
*Unfortunately, we don't sell vape pens. All our products are only Dry herbs vaporizers. Most of our vapes can be used with concentrates, such as hash, wax and oils, but not with liquids for e-cigs and pens.*

*You can find all available concentrate vaporizers here: [LINK WITH CORRECT DOMAIN]*

# → HEMP FIBER

AGENT ANSWER EXAMPLE:

*Unfortunately, we don't sell hemp fibre/herbs/oils. All our products are only Dry herbs vaporizers and their accessories.*

*You can find all accessories available for [BRAND]devices have here: [LINK WITH CORRECT DOMAIN]*

# WAREHOUSE INFO:

GSL

→[usommer@gsl-servicenet.de](mailto:usommer@gsl-servicenet.de)

**thjanetzki@gsl-servicenet.de**

[hvoigt@gsl-servicenet.de](mailto:hvoigt@gsl-servicenet.de) - Helko Voigt

Please this way:​

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

Cancellation 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.

GSL phone number +49 3644-517150

GSL receiver if anyone ask: Thomas Jantezki

GSL Portal

Log in: Anything Worldwide

PASS: 1111590

CLOUD

→ [support@supportcloudfulfilment.freshdesk.com](mailto:support@supportcloudfulfilment.freshdesk.com) - UK

Add Cc if the case is processing TOO long

→ tony.matthews@cloudfulfilment.com

→ alvin@parcelmonkey.com

→ alex.masterman@cloudfulfilment.com

Cloud phone number: 08082533882

Could Fulfilment Portal:

Log in: [support@magicvaporizers.com](mailto:support@magicvaporizers.com)

Password: support2022

SHIPPING / DELIVERY

# Where do you ship from?

There are two warehouses:

EU - Our warehouse is located in Apolda, Germany for the fastest service throughout Europe.

UK - Our warehouse is located in Portsmouth for quickest shipping throughout the United Kingdom.

# How long does the delivery take?

Always check customer address and where it was delivered for collection to answer customer properly.

For extended tracking details visit <https://www.aftership.com/en/track>

### ***UK shipping info***

## We ship all our orders with DPD Next Day Delivery, so it should arrive at your address the following business day.

However, the **shipping to Scotland and Northern Ireland and Islands usually take one more business day to arrive.**

TICKET EXAMPLE: https://magicvaporizers.freshdesk.com/a/tickets/30263

AGENT RESPONSE EXAMPLE:

*Thank you for your recent purchase and for your inquiry!*

*Note please, orders shipping to Northern Ireland and Islands usually take one more business day to arrive (DPD says 2-3 business days).*

*The delivery time is long due to vaporizers contain batteries and can not travel by air, which is required for faster delivery. Therefore, it is impossible to speed delivery up, unfortunately. The vaporizers have to travel by sea/land and this is the transit times.*

*By the way, you can check if the option to speed up delivery is available on your tracking page under VIP my parcel.*

*You can track your order here: DPD TRACKING LINK*

*Feel free to ask for any other questions, always happy to help!*

### ***EU shipping info***

On average an order takes 2 business days to arrive, but the closer you are to our warehouse in Germany the faster your order will arrive. Shipping to capital cities throughout Europe usually only takes 1 business day. See the list below for average delivery time per country (business days).

**Austria:** 1 to 2

**Belgium:** 1 to 3

**Croatia:** 1 to 3

**Czechia:** 1 to 3

**Denmark:** 1 to 2

**Finland:** 1 to 3

**France:** 1 to 2

**Germany:** 1

**Greece:** 2 to 5

**Hungary:** 1 to 3

**Ireland:** 1 to 5

**Italy:** 1 to 3

**Luxemburg:** 1 to 3

**Netherlands:** 1 to 2

**Poland:** 1 to 2

**Portugal:** 2 to 3

**Slovakia:** 1 to 3

**Slovenia:** 1 to 3

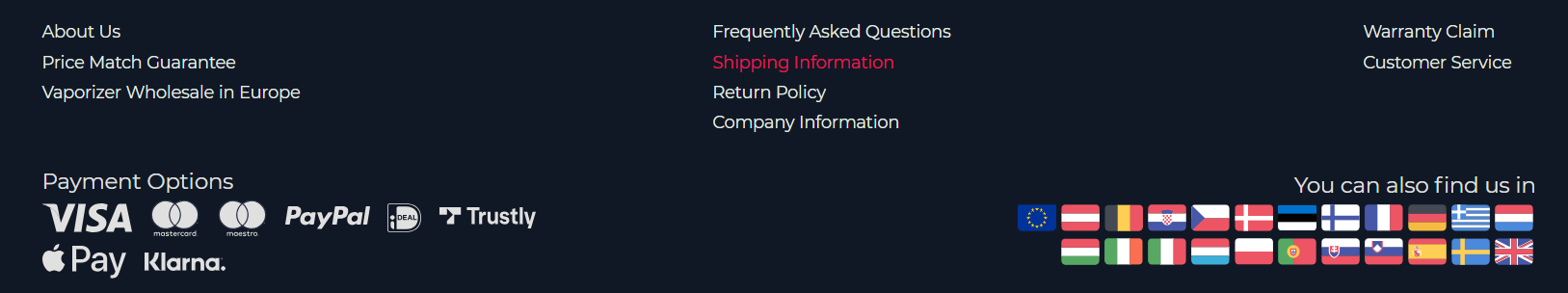
**Spain:** 1 to 3

**Sweden:** 1 to 3

**Others:** 2 to 5

# How much is shipping?

EU - The shipping costs differs from country to country, check the domain site for each country. Info is mentioned in the Shipping Information in the bottom of the store site.



UK - Free shipping is set at a minimum order value of £45, meaning all orders with a vaporizer have free shipping. *If your order value is below £45 there will be a shipping cost ranging from £4 to £10.*

### Free shipping Request

*Customer email example:*

It’s still trying to charge me £9 for shipping. But screens are tiny and only £5 is there any way to get the shipping down??

AGENT ANSWER EXAMPLE:

*Thank you for your inquiry!*

*Free shipping is set at a minimum order value of £45. If your order value is below £45 there will be a shipping cost ranging from £4 to £10.*

*Unfortunately, we can't change the shipping costs as it is an amount forwarded to the carrier.*

*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=)*

TICKET EXAMPLE: <https://magicvaporizers.freshdesk.com/a/tickets/10893>

# What are my shipping options?

All our orders are shipped with UPS - EU warehouse

DPD Next Day Delivery - UK warehouse

### Delivery Service Change

CUSTOMER EMAIL EXAMPLE:

I see only DPD delivery option. Are any other delivery services available? Royal Mail?

AGENT ANSWER REPLY:

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*Unfortunately, DPD is the only delivery option available at the moment.*

*We are working on adding more options including Royal Mail as well. Unfortunately, it takes longer than we wish, and currently DPD is the only delivery option.*

*I hope that was helpful. Looking forward to hearing from you soon,*

*Have a great day=)*

Or

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*Unfortunately we work exclusively with DPD and don't have any options atm to ship with royal mail letters :(*

*We are going to make some changes but it will not be anytime soon.*

*I hope that was helpful. Looking forward to hearing from you soon,*

*Have a great day=)*

TICKETS EXAMPLE

https://magicvaporizers.freshdesk.com/a/tickets/29852

# Where do you ship to?

We ship to all European countries with a few exceptions. Please go to our checkout to see if we provide service to your country. If you are located in Europe, but in a non-EU country (e.g. Norway and Switzerland), your package will be subject to customs duties that are not included in the order total displayed in the checkout.

#### **We do not ship to non-European countries (Brasil, Georgia,etc.) .**

CUSTOMER EMAIL EXAMPLE:

Hello, do you ship to Brazil?

AGENT ANSWER EXAMPLE:

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*Unfortunately, we don't ship to Brazil.*

*Please visit the official page of the product you were willing to purchase, and we hope they will be able to provide service for you.*

*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=)*

TICKET EXAMPLES: <https://magicvaporizers.freshdesk.com/a/tickets/35505>

<https://magicvaporizers.freshdesk.com/a/tickets/35055>

<https://magicvaporizers.freshdesk.com/a/tickets/17996>

#### **Shipping to Cyprus**

We do not deliver to Cyprus, due to high shipping costs. However, if customer agrees to pay for shipping, add a note to Sam and ask to allow this customer to place an order.

AGENT ANSWER EXAMPLE

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*We do not ship to Cyprus due to expensive shipping costs, about 30€ more. If you want to cover the shipping costs then we can make an exclusion and provide you our services.*

*If so, please let me know which products you are interested in.*

*I hope that was helpful. Looking forward to hearing from you soon,*

*Have a great day=)*

TICKET EXAMPLE:

<https://magicvaporizers.freshdesk.com/a/tickets/35720>

<https://magicvaporizers.freshdesk.com/a/tickets/14461>

# We sell legal and official

# **→ How to assure customer he purchases in reliable store**

We are official resellers of the vaporizers in Europe. So, you can be assured that all products sold by MagicVaporizers are authentic.

Also, we take the storage of your personal information very seriously and have several layers of protection. Read more about here: <https://magicvaporizers.com/privacy-policy>

# **→ We sell legal**

We sell fully legal and officially in [COUNTRY] and never had any issues with delivering to [COUNTRY]. You can rest assured that everything is fully legal and there will be no problems with delivery

**→ Delivery to Netherlands**

According to changes to the legislation in the Netherlands, the sale of e-cigarettes is prohibited. The main part of the new legislation is that starting on 1 October 2023, sales of e-liquids flavored e-liquids and e-cigarettes with fruity, sweet, drink, mint, and more aromas will not be legal.

BUT! We do not sell the e-cigarettes and all our devices are NOT compatible with the e-liquids!

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*Note please that the new legislation is related to the e-cigarettes to be used with tobacco and e-liquids.*

*The device sold to you is an aromatherapy device and not an electronic cigarette to be used with tobacco or e-liquids. The device sold is an aromatherapy device to be used with legal herbs that can be purchased from any supermarket. Compatibility is for example Camomile, Eucalyptus, Lemon, Ginger and other similar herbs/fruits.*

*​*

*We sell fully legal and officially in the Netherlands and never had any issues with delivering to the Netherlands.*

*​Regards*

# **Are the packages discreet?**

Yes, we ship our packages in plain boxes without any references to MagicVaporizers on them, only using our trading name "Anything Worldwide".

CUSTOMER EMAIL:

Can you please ship my parcel discreet? I don’t want my neighbours to know what device I ordered.

AGENT REPLY EXAMPLE:

*Thank you for your recent purchase and for your inquiry!*

*All our parcels are already shipped discreet with no reference to MagicVaporizers or the content at all :)*

*The senders name is Anything Worldwide.*

*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=)*

TICKET EXAMPLE:

# **Tracking Deails**

Tracking emails are sent out the same day your package was shipped at around 20:00 for EU and around 18:00 the day of shipping for UK.

Agent can answer to this question:

EU

*After your parcel is shipped, you will receive an email with a tracking link.*

*Emails with tracking are sent out automatically around 20:00 on the day of shipment.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UK

*After your parcel is shipped, you will receive an email with a tracking link.*

*Emails with tracking are sent out automatically around 18:00 on the day of shipment.*

## ***How to check the status of the parcel:***

1. Go to Magento→ search for the order and open it→scroll down till “Shipping & Handling Information”.
2. Click on “Track Order” and copy the tracking number
3. Paste the tracking in the UPS tracking https://www.ups.com/de/en/Home.page

or Aftership tracking <https://www.aftership.com/track>

#### **→ In Transit**

AGENT ANSWER EXAMPLE:

*Hi*

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

*Please note your package is already on it`s way to you and should be delivered soon.*

*You can track your parcel yourself by visiting [TRACKING LINK]*

*Your tracking number is [TRACKING NUMBER]*

*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 =)*

AGENTS ANSWERS EXAMPLE

*Thank you for your recent purchase and for your inquiry!*

*We have checked your delivery status and currently your parcel is still on the way to you.*

*You can track parcel yourself by visiting \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*Your tracking number is \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*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=)*

#### 

#### **→ Out for delivery / Need to Pick up**

AGENTS ANSWERS EXAMPLES (choose one of 3):

Hi,

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

*Your order is out for delivery. You can view Tracking Details here: ADDRESS + LINK*

*For any questions, please contact the courier (UPS) directly: PHONE + COUNTRY*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*According to the tracking, your parcel is awaiting collection here: ADDRESS\* + SCREEN FROM UPS*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Please contact as soon as possible with the UPS \*\*PHONE NUMBER\*\* or pick your order up.*

*According to the tracking, your parcel can be collected here: \*\*ADDRESS\*\**

*We hope you enjoy your product once you have it in your hands.*

*Have a great day!*

#### **DIFFICULT CUSTOMERS:**

<https://magicvaporizers.freshdesk.com/a/tickets/35662> - UPS delivery attempt was not successful, so they delivered the parcel at pickup point. Customer was at home and said no one call him and no delivery attempt was made. He can not collect the parcel as he is working Mon.-Fri. from home during the working time of pick up point. No one else can pick the order up for him. UPS does not answer to his request.

#### **→ DELAY**

* ***Always check the shipping time and the location!!!***
* sometimes delays can happen. Usually the delay takes 1 business days and UPS inform customers about it. But they can contact us as well.

AGENTS ANSWERS EXAMPLE:

*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. Unfortunately, delivery service is pretty mutch out of our control.*

*After checking your order details, it appears that the package delays.*

*You can view your tracking history directly from this link: [TRACKING LINK]*

*Your tracking number is [TRACKING NUMBER]*

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

TICKET EXAMPLE: <https://magicvaporizers.freshdesk.com/a/tickets/9775>

*If delay take more than 1 day, and there are no updates for 2-3 days (except weekends) contact warehouse and raise this with them.*

#### **→ Return To Sender**

Foremost, check the reason for return in tracking

1. open Magento check and check shipping address if no data are missing (street number/street name.
2. Google the address if zip is correct, if it is a personal address etc.
3. Check what tracking says - reason for return and also the return date.
4. Check Cloud/GSL if the item was returned
5. Compose the answer to customer and ask customer the address confirmation

* *There is no canned reply here, need to inform the customer what UPS/DPD tracking says regarding the returning order, if required, to mention that we provide personal delivery, and then ask customer to confirm correct address*
* Tell that the parcel will be reshipped after receiving
* attach a screenshot from UPS/DPD tracking

EXAMPLE OF AGENT EMAIL:

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

*According to the tracking the parcel has been returned as the delivery address is incomplete. You can trach your order here: [TRACKING LINK]*

*We are ready to reship your order after receiving. Please confirm your full delivery details, so that we can reship the parcel.*

*[SCREENSHOT OF THE TRACKING]*

*Looking forward to hearing from you soon!*

Or EXAMPLE OF AGENT EMAIL if the parcel wasn’t collected from pickup point

*Hi ,*

*Sorry about your experience. 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 could not be delivered as the recipient (you) was not available when UPS attempted delivery. So they delivered it to a nearby UPS Access Point™ and the parcel was there the maximum days allowed to be held. After that the parcel was returned.*

*We are ready to reship your order after receiving. Please confirm your full delivery details, so that we can reship the parcel.*

*Or we can refund your parcel value according to our return policy as non-picked up parcel. Meaning minus shipping and return costs.*

*[SCREENSHOT OF THE TRACKING]*

*Looking forward to hearing from you soon!*

*Regards*

1. Google the new address also and check it.

→ if parcel has not been received back yet, wait till it is received

→ If received, foremost Adjust the stock (increase it) and after reorder.

1. If customer ask about the refund check the reason for return, **if this is not customer fault**, meaning returned back due to delivery service mistake (misdelivered and refused) or this is our mistake → issue a full refund

**If the RTS is customer fault**, meaning not collected from pick up point, not contacted delivery service when they asked about, refuse as delivered too late due to address confirmation - wrong address customer

**ALWAYS APPROVE THE REFUND BY SAM IN SUCH CASES**

###### **How to adjust the stock**

1. Open two tabs with Magento: 1 - customer order, 2 - Catalog → Product
2. Copy the SKU number from customer order and paste in search field
3. Click on “Edit”
4. Scroll down till “Sources”
5. And increase the item’s amount in needed quantities

**NOTE**

**Default Source = German warehouse (GSL) for EU+IE orders**

**UK Source = UK warehouse**

1. Click on “SAVE”

**VIDEO HOW TO ADJUST THE STOCK**

###### **How to reorder = create a new shipment for old one:**

1. Go to Magento → Orders→ search for customer’s old order → Open order → Click on “Reorder”
2. Price - \*Custom Price → set 0 for all items ordered
3. Click on “Update items and Quantities”
4. Scroll down and update thee address if needed
5. Scroll down → Shipping Method→ choose Free Shipping
6. Click on “Submit Order”
7. When new order is created got to “Invoices” in “Order View” (from the left)
8. Click on “Invoice” in the top
9. Check all the info again and click “Submit invoice”

**VIDEO “CREATING A REPLACEMENT”**

<https://magicvaporizers.freshdesk.com/a/tickets/35831> - Jetzt kaufen und nach Lieferung bezahlen : Do not deduct shipping contact SAM!!

returned deduct shipping

# **Customer choose to not receive the package**

The package will then be returned to us and will be refunded as non-picked up parcel - minus the shipping and return cost.

### → Decline/Refuse the delivery

If customer doesn’t receive the parcel and just decline it when the courier comes, we will be paying for the return costs (customers don`t know it) - **but we need to convince customers to receive the parcel and ship it themsellves.**

You can say - in fact we use PRIME shipping so if customer declines the parcel it will be shipped back under PRIME tariff. And if customer receives parcel he can ship himself via the cheapest tariff/rate/ – standard shipping. And second option will be cheaper

BUT better to tell also what will be deducted from total.

AGENT ANSWER EXAMPLE

*Thank you for your recent purchase and for your inquiry!*

*In the case of the parcel decline, you will be deducted shipping and return postage costs per order policy for non-picked up parcels, meaning minus the shipping and return costs.*

*Note please, we use prime shipping, so if you decline the parcel it will be shipped back under PRIME tariff.*

*While if you accept it and ship it back it will cost you much less, as you can ship it with regular post service.*

*Regards*

##### **How to refund such orders:**

1. Open the Shipping Information and scroll down till “What happens if I choose to not receive the package?” and check the amount which should be deducted.
2. Open the order in Magento → Go to the “Invoice” in the “Order View” field
3. Open the Invoice → Credit Memo (in the top)
4. Scroll down till the end → in the field “Add Adjustment / Fee Amount” write the fee amount
5. Click on Update Total and check if Fee is deducted
6. If all is correct, click on REFUND

**! ! ! PAYMENT METHOD Jetzt kaufen und nach Lieferung bezahlen**

**→ Notify Sam and follow his instructions. We have not received clear response from invoice company.**

TICKET WITH INSTRUCTIONS (click on update total button before refund the funds!): <https://magicvaporizers.freshdesk.com/a/tickets/16778>

Ticket Example: <https://magicvaporizers.freshdesk.com/a/tickets/35403>

**VIDEO “REFUND MINUS SHIPPING”**

### → Refused: Delivery Service Mistake

There are cases when customer contacts us and complaint on he did not even see the driver/package but the delivery service says package refused. Most likely, UPS/DPD tried to deliver to wrong address/door, and livings there decline the delivery as they do not expect it.

TICKET EXAMPLE <https://magicvaporizers.freshdesk.com/a/tickets/19325>

In such cases we should reship the parcel for free:

1. Check the tracking what it says
2. apologize for the inconvenience to the customer and inform customers about the probable reasons of this. Tell him that we are ready to reship the parcel and ask the address confirmation.
3. after the address is confirmed *(GOOGLE IT ALSO!)*
4. Thank customer for address confirmation and tell him that we will let him know once the parcel is reshipped.
5. After receiving of the parcel adjust the stock in Magento and reorder
6. Notify customer about new shipment

##### **How to adjust the stock**

1. Open two tabs with Magento: 1 - customer order, 2 - Catalog → Product
2. Copy the SKU number from customer order and paste in search field
3. Click on “Edit”
4. Scroll down till “Sources”
5. And increase the item’s amount in needed quantities

**NOTE**

**Default Source = German warehouse (GSL) for EU+IE orders**

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1. Click on “SAVE”

**VIDEO HOW TO ADJUST THE STOCK**

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1. Go to Magento → Orders→ search for customer’s old order → Open order → Click on “Reorder”
2. Price - \*Custom Price → set 0 for all items ordered
3. Click on “Update items and Quantities”
4. Scroll down and update thee address if needed
5. Scroll down → Shipping Method→ choose Free Shipping
6. Click on “Submit Order”
7. When new order is created got to “Invoices” in “Order View” (from the left)
8. Click on “Invoice” in the top
9. Check all the info again and click “Submit invoice”

**VIDEO “CREATING A REPLACEMENT”**

**LOST PARCELS: INVESTIGATION NEEDED**

The case can be settled as lost if customer did all what he can do to find the parcel: check his property, check with other livings or neighbours but did not find the parcel.

Or if the parcel is lost on the way, meaning there are no updates for more than 2 days or UPS informed customer that parcel is lost/damaged.

Customer can not open lost claims himself. It needs to be opened by warehouse/sender always.

First of all, CHECK THE TRACKING!

→ there are a lot of cases when customer claims that parcel is lost, but parcel is returned back to us or is awaiting collection at the pickup point.

If tracking shows delivered, provide customer the info which is mentioned in the tracking: when it was delivered and by whom it was received + Picture of delivery if it is available.

Also ask customer to check with neighbour.

If parcel could not be found and it is also not delivered to Neighbour raise with warehouse and have them open investigation together with what customer claims. \

GENERAL MESSAGE THAT CAN BE USED AND BE UPDATES DEPENDING ON THE INFO AVAILABLE:

*Hi,*

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

*According to tracking, your parcel was delivered on \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*: TRACK  
Your package was received by \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* (please check the proof of delivery in the attachment).*

*Could you please check with others living in your apartment or neighbor if they have received it for you?*

*If it can not be found, please contact the UPS directly and claim you have not received it: \*\*\*\*\*\*\*\*\*.*

*They will then ask you to open an investigation through us, which we will then do for you to try to relocate it.*

*[SCREENSHOT OF THE TRACKING]*

*Regards*

Next, customer contact us after the checking and confirm that parcel could not be found. The case should be raised with the warehouse and the delivery service.

If UPS → raise with GSL (Helko only) [hvoigt@gsl-servicenet.de](mailto:hvoigt@gsl-servicenet.de)

If DPD → raise with Cloud. [support@supportcloudfulfilment.freshdesk.com](mailto:support@supportcloudfulfilment.freshdesk.com)

Add Cc if the case is processing TOO long

→ tony.matthews@cloudfulfilment.com

→ alvin@parcelmonkey.com

→ [alex.masterman@cloudfulfilment.com](mailto:alex.masterman@cloudfulfilment.com)

**ALWAYS ADD INVESTIGATIONS TO THE SHEET:**

**EU+IE→GSL and UK→Cloud**

At this stage we can answer customer something like below:

EXAMPLE OF ANSWER WHEN WE OPENED THE INVESTIGATION

*Hi,*

*We have opened the investigation for you. Investigations may take some time to clear all the details of your parcel travel. UPS need to check with the driver who the parcel was handed to and if there are GPS location or body camera photo to view etc.*

*Once we have their answer, we will update you. Please bear with us, and we will update you when we have an answer from UPS.*

*Regards*

Or you can also use the Template **“UPS - we have contacted UPS and opened the case”**

→ unfortunately, UPS are not fat in processing claims, so sometimes the investigation may take sometime so the case can delay.

In such cases the answer can be composed or you can also use templates **“UPS investigation, NO news”** or **“UPS delayed investigation”**.

But please always check customer email and add or remove info depending on his message, also check agents answers before not to answer the same.

**If UPS accept the claim**

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your patience!*

*UPS finally closed the claim and confirmed your package as lost.*

*We are willing to resend your order to you or give you a full refund.*

*Please let us know how to proceed.*

*Looking forward to your answer!*

*Regards*

**NOTE**

* The above steps and answers are not universal, they can be changed according to the information provided by the customer. All answers can be updated and changed.
* Examples of tickets (customer’s and GSL/Cloud) are in the sheet :)  
  <https://docs.google.com/spreadsheets/d/1ArE0fTb7r6JE3SV5DYwH07IVdXoDmkTafX5lL8WlvKw/edit#gid=872020752>
* ***If customer write during the weekends*** and the investigation is opened, no updates there etc, try to answer with the delay (big delay), or the best is to answer on Monday (We do not provide service during the weekend 🙂, only Mon.-Fri.)

The case is that we can do nothing during the weekend: neither remind DPD about the case nor receive an update from the DPD/UPS. And since we have no exact info, the answer will only get customer angry.

### **GSL = EU - Additional Instructions**

* Provide the info customer shared (briefly) with us to GSL and they will open the investigation with UPS.
* If customer opens investigation, mention it as well.

EXAMPLE OF MESSAGE WITH GSL

*Hello dear Helko,*

*Please contact UPS regarding the parcel of the order NL232969.*

*Customer did not receive the parcel. He contacted UPS and was told the package was delivered to someone else's house, a place that is not even close to his home. He called UPS again and they've started an investigation.*

*Looking forward to hearing from you soon!*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

GSL parcels with status "Delivered" but customer claims its not delivered. (Usually POD shows left outside door, or just Mailbox.)

If parcel could not be found and it is also not delivered to Neighbour raise the case with GSL.

We wait for 7 days. Customer can check with other neighbours etc meanwhile. (we suspect customer is not scamming us).

**\*After 7 days (we suspect customer is not scamming us) add a note to Sam saying the status of claim and ask if we can can then under goodwill compensate for redelivery.**

If it's approved by Sam refund/reship parcel → process what customer prefer

BUT! Also, ask customer to sign or fill a form back to UPS so they can refund us back. Like a non-receipt confirmation letter.

### **DPD=UK - Additional Instructions**

When we receive all the info from customer we have to raise the case with Cloud, and they will raise this with DPD.

* *If there is no picture of delivery available ask it and ask the GPS location of where parcel was delivered as well (after receiving provide to customer and ask if it is possible to visit this place and to check with livings if the parcel is there).* Sometimes parcels could be misdelivered, so customers can pick up parcels.
* We can mention as well that if customers check it, it will help a lot and will be faster that DPD checking.
* Email to cloud should include the main info from customers emails and results of the checking as well.

EXAMPLE OF MESSAGE WITH CLOUD:

*Hi there!*

*Please contact DPD regarding the parcel of the order UK227970*

*Customer did not receive the parcel. He contacted DPD and was told that it was delivered to the wrong address.*

*Please share the GPS location and the picture of where this was delivered.*

*Looking forward to hearing from you soon!*

*Regards*

Also inform customer that the case is opened with DPD. Template **“Investigation opened with delivery company”** can be used as well.

**ALWAYS ASK CUSTOMER IF SAFE PLACE IS ENABLED BEFORE OPEN THE INVESTIGATION!**

As long as safe place not enabled.

Raise with DPD, and process the case till they open the investigation, and at this stage we cover customer's parcel. Also, ask Sam in the note.

*But if they ignore us for 7 days, meaning no updates from them and customer is not scammer in our opinion, then cover the parcel as well.*

IMPORTANT!!! If we cover the parcel value (meaning from goodwill) ask customer to sign a claim letter form and sent it back to DPD so they can refund us back.

Say something like: *… we might need you to sign a claim letter which DPD will be sending to your address stating that you have not received the parcel, so that DPD can refund us back later. We kindly ask you to help us here, we will contact you when/if we require your further assistance or written acceptance that you did not receive the parcel.*

There is **no Template** as the message depends on the received data and a note from Sam

TICKET EXAMPLE: <https://magicvaporizers.freshdesk.com/a/tickets/32956>

ANSWER EXAMPLE

*We have raised this case with DPD and they will start the investigation regarding this case. Unfortunately, this might take some time.*

*​*

*Therefore, instead of letting you wait for DPD to issue the refund we will cover this from now. We have refunded your order value now.*

*​*

*BUT we might need you to sign a claim letter which DPD will be sending to your address stating that you have not received the parcel, so that DPD can refund us back later. We kindly ask you to help us here, we will contact you when/if we require your further assistance or written acceptance that you did not receive the parcel.*

*Refunds for payments by card or bank may take up to 3 banking days to reach your account again.*

*We are terribly sorry for your negative experience this time and sincerely apologise for all inconvenience caused by deliverer!*

***Claim Letter - DPD Lost Parcels***

* add a reminder to customers when we receive such information that a letter is sent to customer. Tell such customers something like:

We received the notification from DPD the claim letter is sent to you. Please sign the letter and send us a picture of it signed so we can upload it online. Then please send the physical back to DPD.

+Screenshot of the DOD notification (Cloud will forward it to us)

* With that picture, provide it to Cloud and tell cloud that customer has filled it and sent it back now.
* Ask customer after 7-8 days if they can confirm that the letter has been received and sent back.

###### **SAFE PLACE / LEAVE BY NEIGHBOURS**

* This options can be enabled in the customer’s DPD account
* They allow DPD driver to leave the parcel outside the door in safe place / or by neighbours
* Insurance does not cover parcels in this case. So if DPD reject the case there is not a lot we can do. But it depends on the info customer provided and on where the parcel was left, on what the instructions were provided to DPD etc.
* **\***if safe place enabled and instructions to DPD were provided but DPD driver ignored them, emphasize this in the email to Cloud.

# → there is NO TEMPLATE because the reply depends on the info provided by customer.

So we can ask simply:

*Could you please let us know if you enabled the safe place option or leave by neighbours option?*

# Or answer with explanations:

# *If you have not enabled safe place and parcel was left it means that DPD are liable for this parcel and will cover it under the insurance. What they do then is to raise an investigation first where they will search in their depot for the parcel or check with your neighbours. If it can not be located a refund will be issued.*

*If you did have safe place enabled it means that the liability shifts from DPD to you about this parcel and there is nothing we can do here as it means you approved DPD to leave it outside the door.*

\*if safe place enabled and instructions to DPD were provided but DPD driver ignored them

Ask the picture of DPD app setting where customer has given the instructions.

Share the screens with Cloud as well and ask them to provide these to DPD as a proof.

**We raise the investigation with DPD if the safe place is enabled anyway. But we have to inform customer that it could happened that DPD rejected the claim.**

EXAMPLE OF THE ANSWER FROM SAM <https://magicvaporizers.freshdesk.com/a/tickets/17028>

*Just want to let you know that when you select leave at safe place it also means that DPD will leave it at your safe place and not take it back and deliver another day or forward it to a pickup location. Selecting safe place shifts the liability here from DPD to yourselves fully if the GPS location is correct. If safe place is being enabled, the insurance does not cover any lost parcel as well because it means you the customer will take full responsibility of any lost parcels.*

*So when DPD concludes the investigation the outcome will most likely be that it is not to be covered by DPD since safe place is enabled on your account and GPS is placed correct.*

*​*

*When enabling safe place you also do have to accept their terms stating that if parcel is to be lost after this, it is the full responsibility of yourself.*

*I do not want to give you any high hopes of succeeding here with a positive outcome of the investigation but anything can of course happen.*

*​*

*We recommend you in future to disable safe place on your account when you expect to receive expensive parcels.*

EXAMPLES OF EXPLANATION FOR CUSTOMERS:

**TICKETS EXAMPLE (closed by DPD)**

[**https://magicvaporizers.freshdesk.com/a/tickets/13575**](https://magicvaporizers.freshdesk.com/a/tickets/13575)

[**https://magicvaporizers.freshdesk.com/a/tickets/17028**](https://magicvaporizers.freshdesk.com/a/tickets/17028)

[**https://magicvaporizers.freshdesk.com/a/tickets/27888**](https://magicvaporizers.freshdesk.com/a/tickets/27888)

[**https://magicvaporizers.freshdesk.com/a/tickets/29773**](https://magicvaporizers.freshdesk.com/a/tickets/29773)

**TICKETS EXAMPLE (accepted by DPD)**

<https://magicvaporizers.freshdesk.com/a/tickets/32956>

### **Cloud - cots of goods**

DPD ask the costs of goods to open the investigation.

Value of goods can be found in the Cost: field in Magento. Value is in EUR so you need use google rates to convert to GBP.

**Message to cloud with cost of goods - there is a template with the same name, use it, but make sure correct info are provided!**

*Hi Cloud,*

*Order UK156987*

*Contains:*

*PAX 3 Vaporizer*

*COLOUR: Black*

*SKU: SKU781*

*QTY: 1*

*VALUE: 106.10€ = £89.79 GBP*

***TOTAL VALUE OF GOODS: £89.79 GBP***

*Regards*

## 

## **Delivery terms change Request:**

We provide the personal delivery only. If customer wants to change it, he needs to contact the delivery service after the parcel is shipped, provide them tracking and ask to change the delivery terms.

We do not deliver to post offices, post lockers, pick up points, shops etc.

##### **Storage box**

The storage box point delivery is quite a popular option worldwide, however if the customer does not see such an option while placing the order means we can only deliver at doors.

##### **Door-to-door delivery**

NOTE: better to answer that we provide *personal delivery, not door to door*.

It can happen that UPS/DPD deliver the parcel to the pickup point. So this way we can save ourself from providing of wrong info (as customer can be difficult person).

Customer can change the delivery terms himself if he wants.

Customer email example:

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

AGENT ANSWER EXAMPLE:

*Thank you for your recent purchase and for your inquiry!*

*Note please we provide the personal delivery only. We do not deliver to shops, post lockers, pick up points, etc.*

*If you want to change the method of delivery, you should contact the DPD delivery service and clarify this situation with them directly.*

*You can contact DPD Customer Service here:* [*https://www.dpdlocal.co.uk/content/how-can-we-help/contact.jsp*](https://www.dpdlocal.co.uk/content/how-can-we-help/contact.jsp)

*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=)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# *If you would like to change that, you can try contacting UPS after the package is shipped and ask them to change the delivery terms.*

TICKET EXAMPLE:

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

## 

## InfoNotice Request

* InfoNotice can be found only after the delivery attempt.
* We do not have this info

AGENT REPLY:

UPS writes regarding this topic:

If we don't find a customer, the drivers have small A6-sized slips of paper with them. Those are the info notes. The driver notes, for example, that we were unable to find the customer and will make another delivery attempt the next day or that the package is deposited with neighbor XY. Each of these slips of paper has an individual number and a barcode that the driver scans and links to the package.

The recipient will only find the info note in his mailbox after a delivery attempt.

I hope this helps you.

If the driver does not meet the customer and enters something else on his delivery board, e.g. not found or left with the neighbor, then he always has to scan an info note. Otherwise the delivery board will not let him go any further. I think the likelihood that he will scan the info note and throw it away instead of putting it in the mailbox is slim. Since the note is very small, it probably often slips between advertising brochures or simply goes unnoticed.

Each info note can also only be scanned once.

TICKETS EXAMPLE

<https://magicvaporizers.freshdesk.com/a/tickets/19956>

<https://magicvaporizers.freshdesk.com/a/tickets/10673>

<https://magicvaporizers.freshdesk.com/a/tickets/34785>

## 

## Delivery attempt: customer not at home

UPS then either schedules another delivery, or they bring the package to the nearest UPS Parcel Shop and then you can either go there and pick it up or contact them for another delivery attempt.

DPD → if customer enabled the safe place, driver can leave the parcel there or by neighbours!

We can recommend customer to contact the delivery company and arrange the delivery or conform all the info.

# DELIVERY: DIFFICULT CUSTOMERS:

<https://magicvaporizers.freshdesk.com/a/tickets/10804> - difficult customer

Customer waited for parcel. DPD sent a message to say they will be there between 12.41pm and 1.41pm, send another text at 12.12 to say they missed us (we have been here and still here.

Customer is assured that they just failed to arrive.

**In such cases always raise with Cloud and ask to provide the picture of delivery attempt. Drivers must always take picture of the attempt.**

→ Cloud ticket example : <https://magicvaporizers.freshdesk.com/a/tickets/10809>

After receiving of PODA/GSP answer to customer and add the picture as well.

[*https://magicvaporizers.freshdesk.com/a/tickets/13761*](https://magicvaporizers.freshdesk.com/a/tickets/13761) *- Difficult customer EU: package damaged, case rejected once.*

[*https://magicvaporizers.freshdesk.com/a/tickets/18645*](https://magicvaporizers.freshdesk.com/a/tickets/18645) *- DPD difficult customer*

### **Add to conversation with DPD / UPS**

*ANSWER:*

*We are really sorry, but the communication and emails are intended for recipients only. We are not allowed to share them with a third party according to the non-disclosure policy that is with DPD. I understand your frustration about this, we sent them a reminder as oft as possible and are waiting for an update on your case. As soon as we receive the update, we will advise you.*

### **DPD says you do not open the investigation**

ANSWER:

*Note please, the online chat is completely different to the DPD business account. They won't have access to our threads, as they only have access when consumers send to consumers.*

*As soon as we receive any updates from DPD, we will get back to you.*

*DPD/UPS USEFUL NOTES:*

<https://magicvaporizers.freshdesk.com/a/tickets/25734> - invoice attached

**Edit/Cancel Orders /Change Address**

**! Edit Order and Change Address is not possible if the order is imported or placed using the payment option by invoice - Buy now and Pay after receiving (Jetzt Kaufen und nach Lieferung Bezahlen) !**

If order is placed using the Buy now and Pay after receiving (Jetzt Kaufen und nach Lieferung Bezahlen), the order should be cancelled and asked customer to place a new order with hte correct address or items.

If order placed using the Banktransfer - no changes in the order (adit/remove items) can be made till payment is received.

# Cancellation

German warehouse (handles Europe except for UK) receive their first export file at 07:30 German time. This includes orders from 14:00 day before until 07:30 the day its transferred.

Next export happens at 11:00 and contains orders between 07:30 to 11:00

Third export happens at 12:45 and contains orders between 11:00 to 12:45

Forth export happens at 13:45 and contains orders between 12:45 to 13:45

This means if someone wants to change address, cancel order and so on. This can only be done before any export is done. After an export is done and customer wants to:

1. **Cancel order** - We tell customers that it's too late as order has already been shipped. Tracking numbers are sent automatically at 19:00. We tell customer that he has 14 days to return back his order from the moment it's received contingent that it is still brand new and never opened. To do that please contact us once you have received your parcel and we will provide you with our return form.

B) **Change items in order** - We tell customer that it's too late as order has already been shipped. Tracking numbers are sent automatically at 19:00. It is not possible for us to make any changes anymore.

Orders are synced to cloud UK Time Mon-Fri . 07:00, 09:00, 12:00, 13:20, 13:58 so what this leads to is that any cancellation/edits you will be able to handle same as Germany.

**Any order marked in Magento as already imported is already imported to cloud / GSL.** So to cancel it you need to contact the warehouse and ask the m to cancel the order.

So foremost, check if order in Magento if it was imported to the warehouse and the payment method order placed.

### **→ If order is not imported to the warehouse**

1. Open the order in Magento→ Go to the invoice (in Order View) → Open the invoice→ Credit Memo (on the top)
2. Scroll down and leave the **Return to Stock boxes empty**
3. **Scroll down and click on REFUND**

**NOT REFUND OFFLINE! If clicked on refund offline, notify the Management (Sam) ASAP!!**

Answer customer using the Template: **We cancelled and refunded your order**

### **→ If order is already imported to the warehouse**

1. Raise the ticket with the warehouse and ask to cancel the order;

EU orders email [hvoigt@gsl-servicenet.de](mailto:hvoigt@gsl-servicenet.de) and Cc: [usommer@gsl-servicenet.de](mailto:usommer@gsl-servicenet.de)

and [thjanetzki@gsl-servicenet.de](mailto:thjanetzki@gsl-servicenet.de)

UK orders email Cloud: [support@supportcloudfulfilment.freshdesk.com](mailto:support@supportcloudfulfilment.freshdesk.com)

CANCELLATION EMAIL TO WAREHOUSE:

*Hi there!*

*Please cancel the order [ORDER NUMBER] - do not ship it.*

*Confirm please,*

*Regards*

Also inform the customer about the processing of his request. Use the ***“UK - Cancel - We contacted the warehouse to cancel”*** Template.

After warehouse confirm the cancellation:

1. Open the order in Magento→ Go to the invoice (in Order View) → Open the invoice→ Credit Memo (on the top)
2. Scroll down and leave the **Return to Stock boxes empty**
3. **Scroll down and click on REFUND**

Answer customer using the Template: **We cancelled and refunded your order**

### → Banktransfer (Sofort/Trusty) Cancellation

**If order is placed using the Banktransfer and payment is not received, cancellation is NOT possible till the payment arrive.** Otherwise, the order will be un-cancelled automatically after the payment arrive and it will be imported to the warehouse and will be sent.

So:

1. Set Order OnHold
2. Inform the customer about the case and set PendingCheck tag (do not forget to click “Update”)) in the ticket.

*Hello,*

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*Note please, you placed an order using the Banktransfer payment method. Unfortunately, the payment does not arrive to our account yet, and we are unable to cancel the order.*

*As soon as we receive the payment we will cancel and refund your order, and notify you about.*

*Have a nice day :)*

1. Follow up if the payment is arrived and after arrival cancel the order and inform him using the Template: **We cancelled and refunded your order**

**NOTE:** Sofort payments sometimes also could not be cancelled as the payment does not arrive, so the principle is the same.

# Add Items to the order

1. Check the order is it is not imported to the warehouse.

**→ if imported no changes are possible - answer:**

*Hi Mary,*

*Thank you for your recent purchase and for your inquiry!*

*Unfortunately, we can not make any changes in your order, as it has already been shipped.*

*Emails with tracking are sent out automatically around 20:00 on the day of shipment.*

*Regards*

1. If old parcel is not imported - set it “OnHold”
2. create a discount for the SKU customer wants to add + shipping (or set shipping 0)

AGENT ANSWER EXAPMLE:

*Hello,*

*Thanks for your email!*

*Please place a new order with the items you are willing to add using this discount code: [DISCOUNT CODE]*

*Please use it at the checkout and contact us after you have placed the order, so we can review and submit it.*

*I hope that was helpful. Looking forward to hearing from you soon,*

*Have a great day=)*

1. After customer placed a items he wants to add open this order and old order in Magento.
2. Go to invoice → open the invoice→choose the invoice→ actions– delete invoice
3. Copy SKU from new order then go to old order → click “Add Items” → in field SKU insert copied SKUs→ click on it and set the Quantities→ click on Add Selected Product(s) to Order
4. Once added → click on Edit Items→ Set \*Customs price 0 → click on Edit Items
5. Go to Invoice and invoice the order again.
6. Then go to new order (from which you added items) Click on “Edit” on the pot of order date→ Status→ set Complete → and click on Save Order Status
7. Then also adjust the stock for all items from new order → increase them
8. Answer the customer and add new invoice to the order

AGENT ANSWER EXAMPLE:

*Hi,*

*We have successfully merged your orders into [ORDER NUMBER].*

*Please find your new invoice attached to this email.*

*Your order will be shipped shortly.*

*After your parcel is shipped, you will receive an email with a tracking link.*

*Emails with tracking are sent out automatically around 20:00 on the day of shipment.*

*Have a great day 🙂*

# Remove Items to the order

* **Check what customer wants to remove.** If he ordered the accessories and device, and **want to remove the device, the change can not be made.**

Why? → If you order accessories with the vaporizers you get 25% discount on accessories and 35% discount on grinders and free shipping. So, most likely, customer is cheater 😁

So in such cases we tell him that we are unable to remove the device from the order. And ask how he wants us to proceed to ship the order as it is or to cancel the whole order. So he can place a new order with the desirable items.

* Check if order is not imported to the warehouse.

1. If order is imported, we need to cancel the whole order with warehouse (write email to the warehouse about the cancellation)
2. After receiving of the confirmation about cancellation, refund the item customer wants to remove

**VIDEO Refund one item and adjust the stock**

1. Then reorder the reorder without refunded item and inform the customer

**BUT** if customer write in the message something like “..if it is not possible ship order as it is” and order is already imported, do not change anything, tell that order is shipped and changes are not possible.

* If order is not imported to the warehouse, simply refund the item customer wants to remove as it is shown on the video **Refund one item and adjust the stock and inform customer about.**

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your recent purchase and for your inquiry!*

*We have successfully removed the [ITEM NAME] from your order and refunded its value.*

*The refund will be sent to the card or bank you paid with at checkout.*

*Refunds for payments by card or bank may take up to 3 banking days to reach your account again.*

*The rest items of your order will be shipped shortly.*

*After your parcel is shipped, you will receive an email with a tracking link.*

*Emails with tracking are sent out automatically around 20:00 on the day of shipment.*

*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=)*

*Regards*

* **!!! If order is placed using the Buy now and Pay after receiving (Jetzt Kaufen und nach Lieferung Bezahlen), the order should be cancelled and asked customer to place a new order with the correct items.**
* **!!! Banktransfer Payment method, check if order is paid.**

**If not - wait till payment arrive → set the order on Hold and tell customer that we can change the order only after receiving of the payment. → after receiving of the payment proceed as described above.**

# ADDRESS CHANGE

**ALWAYS CHECK IF THE ADDRESS IS NOT PERSONAL ADDRESS → GOOGLE IT!**

We can always change the billing address. But not the shipping address!

**!!! If order is placed using the Buy now and Pay after receiving (Jetzt Kaufen und nach Lieferung Bezahlen), the order should be cancelled and asked customer to place a new order with the correct address or items.**

If the customer contacts us regarding the change of the address in a day order has been placed, we can change nothing. He needs to contact UPS / DPD and update the address with them directly.

In such cases we use Template **Edit address - Can't Be Changed - Please contact the post office**

*Hi,*

*Thank you for your recent purchase and for your inquiry!*

*Unfortunately, we can't update \*POST NAME\* with your correct address, as your order has already been picked by them.*

*From now on, only the recipient (you) are eligible for bringing any changes to the address.*

*No worries though. To receive your package, please contact \*POST NAME\* and supply them with your correct address.*

*You can reach them via any available option here: ​\*POST LINK\**

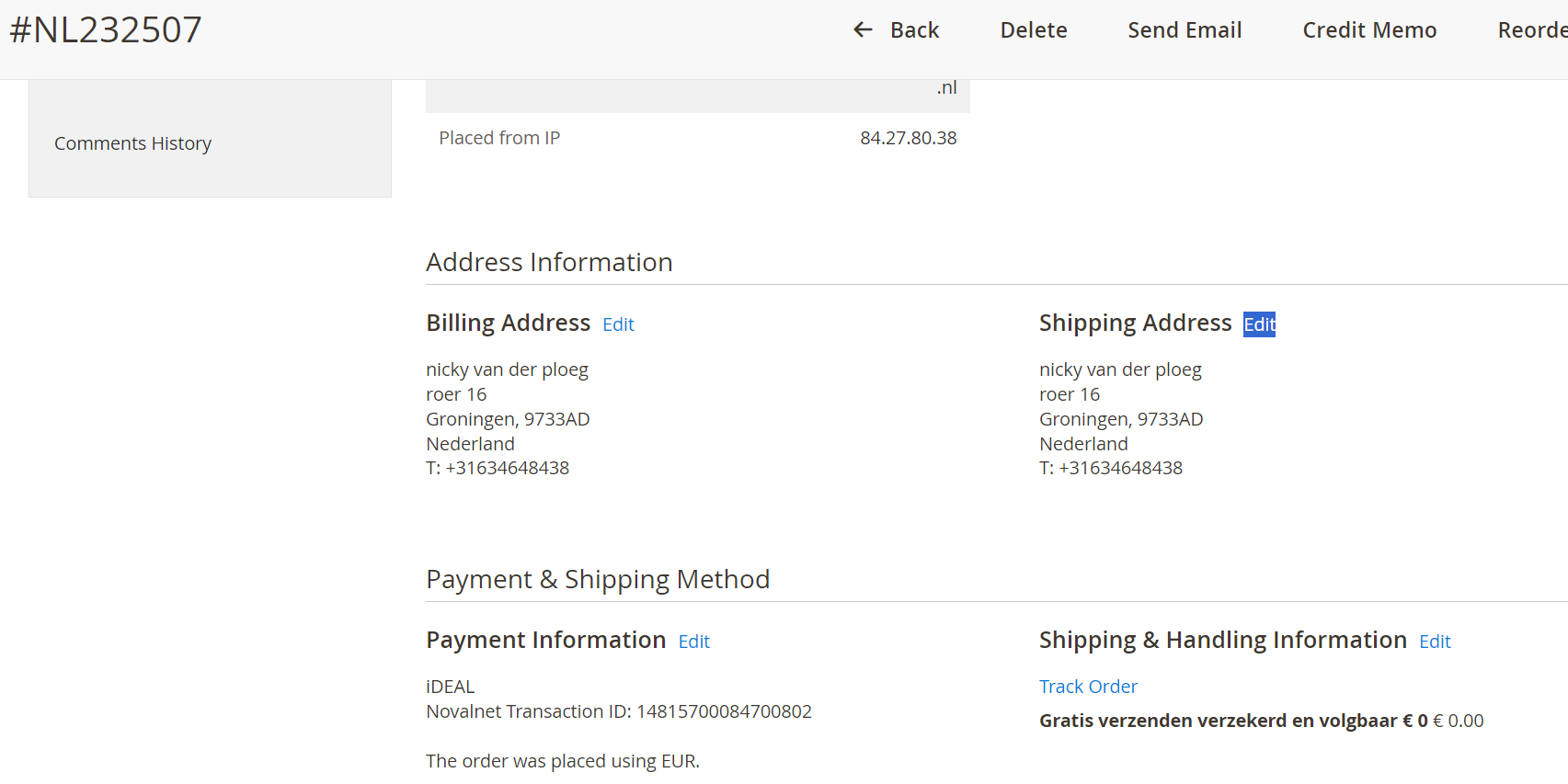
*I hope that was helpful. If there's anything else I can help you with, don't hesitate to ask!*

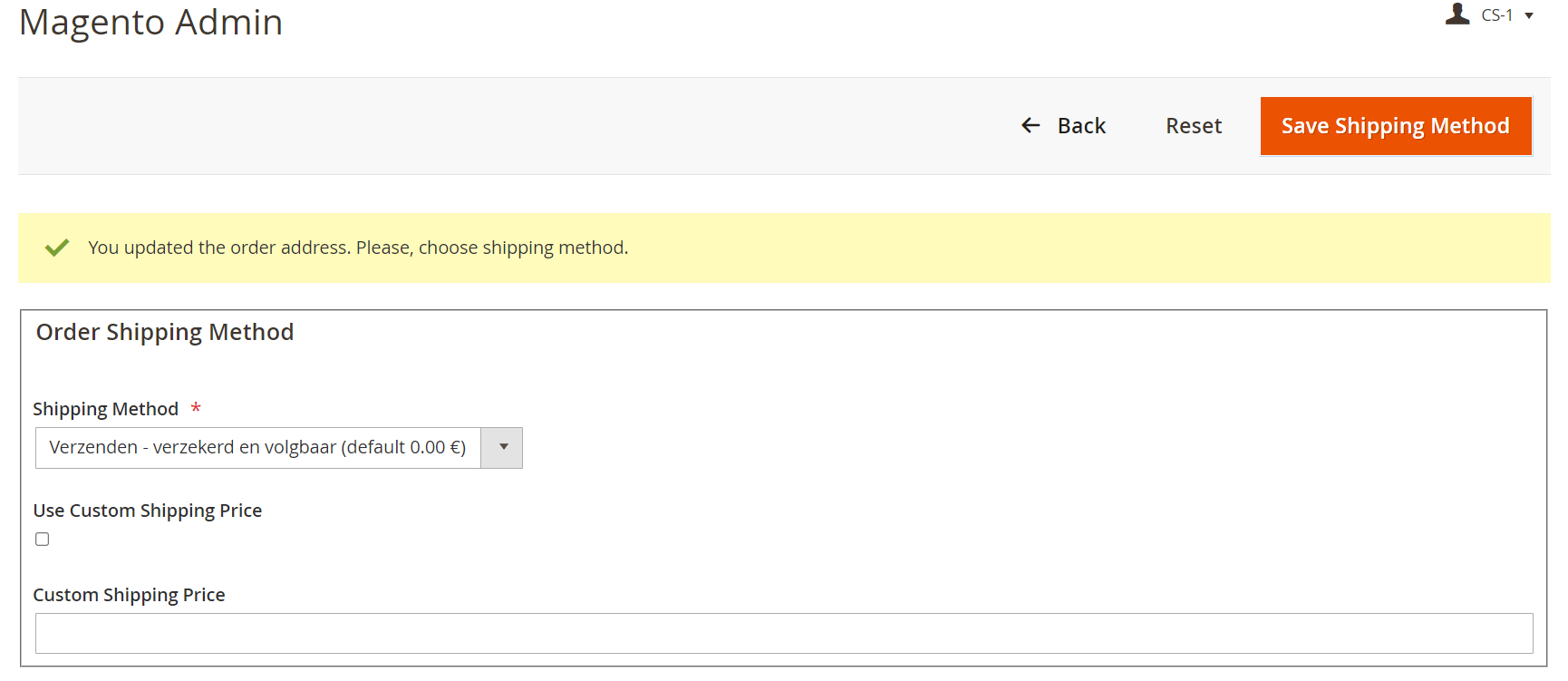
*Have a nice day =)*

FYI - DPD Contact us - Link with the DPD contacts  
<https://www.dpdlocal.co.uk/content/how-can-we-help/contact.jsp>

*→ If order is not imported to the warehouse :*

1. Scroll down in Magento to Edit the Shipping address and click on it



1. Write the correct address and click on “Safe Order Address” and then Back  
   
2. Update customer with the address change:

AGENT MESSAGE EXAMPLE:

*Hi,*

*Thank you for your recent purchase and for your inquiry!*

*We have successfully updated your address to*

*COPY+PASTE THE CORRECRED ADDRESS  
  
Your order will be shipped shortly.*

*After your parcel is shipped, you will receive an email with a tracking link.*

*Emails with tracking are sent out automatically around 20:00 on the day of shipment.*

*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=)*

*→ If order is imported to the warehouse :*

1. Contact the warehouse to change customers address:

EU - GSL email [hvoigt@gsl-servicenet.de](mailto:hvoigt@gsl-servicenet.de)

UK - CLOUD email [support@supportcloudfulfilment.freshdesk.com](mailto:support@supportcloudfulfilment.freshdesk.com)

WAREHOUSE EMAIL EXAMPLE:

*Hi there!  
Order \*\*\*\*\*\*\**

*Customer asked to change the address to:*

*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**

*Please confirm,*

1. Also update customer about:

*Hi,*

*Thank you for your inquiry!*

*We have contacted our warehouse now regarding the change of your address.*

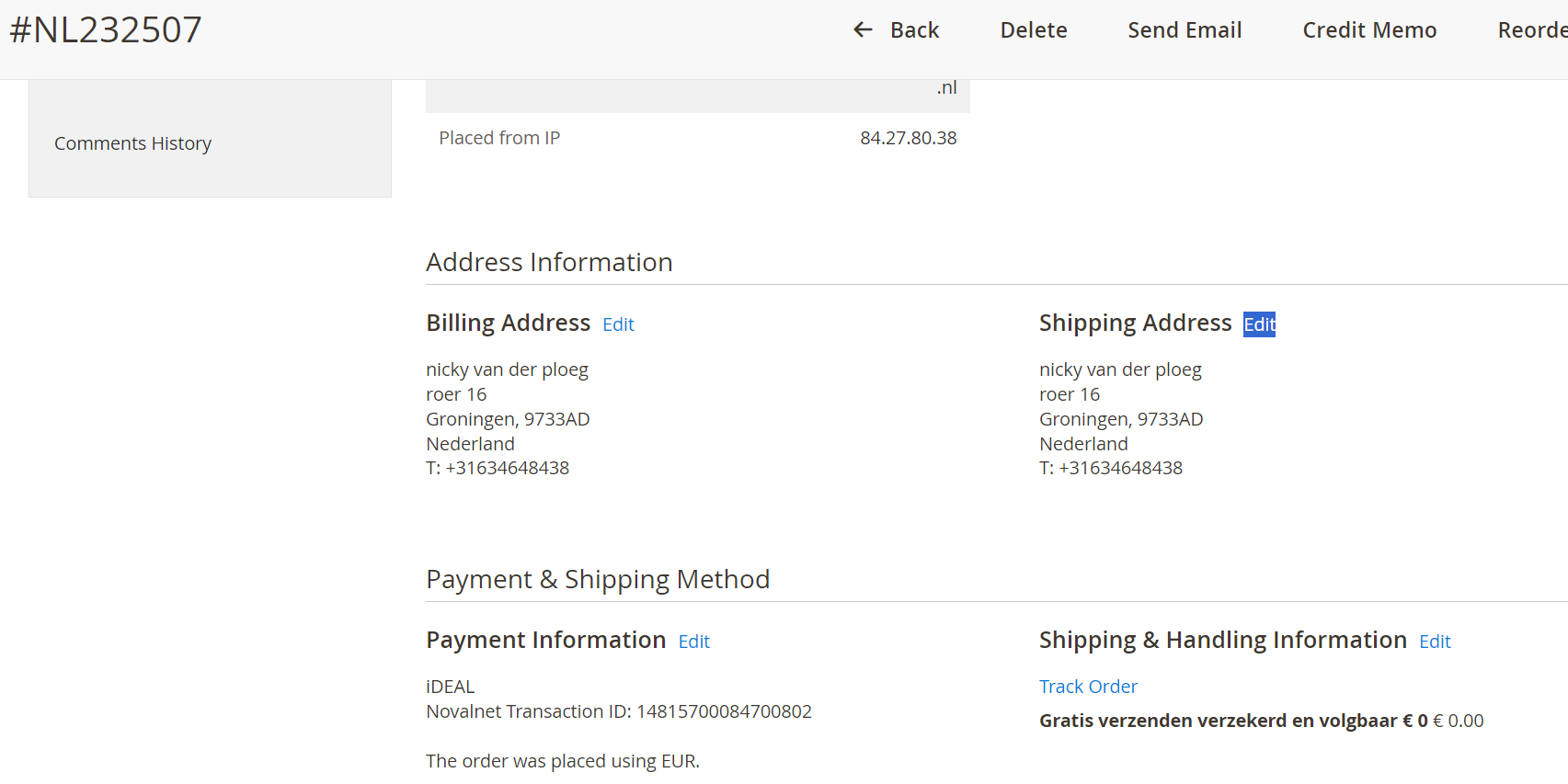
*We will get back to you asap.*

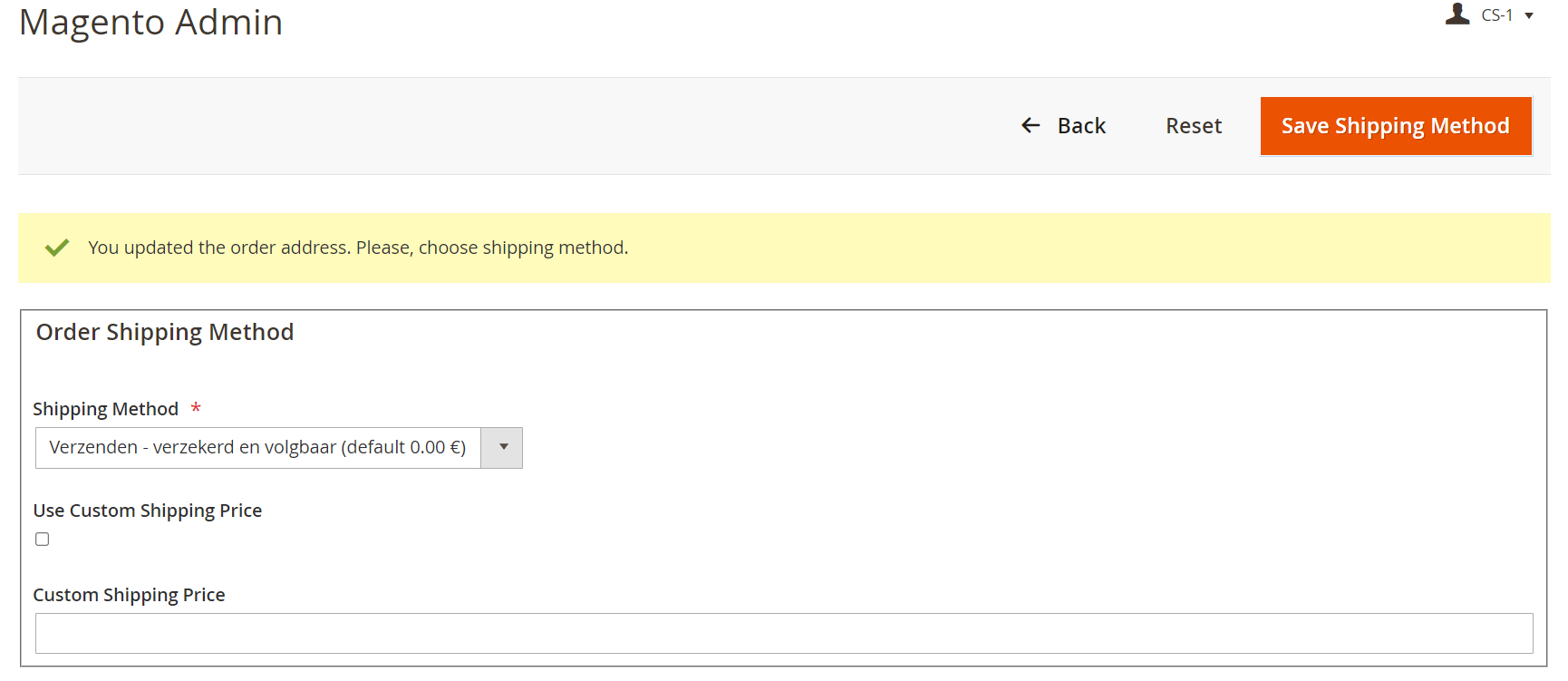
*Have a nice day!*

*Regards*

1. After receiving of the confirmation from the warehouse, update the address in Magento

→ Scroll down in Magento to Edit the Shipping address and click on it



→ Write the correct address and click on “Safe Order Address” and then Back  


1. Update customer with the address change:

AGENT MESSAGE EXAMPLE:

*Hi,*

*Thank you for your patience!*

*We have successfully updated your address to*

*COPY+PASTE THE CORRECRED ADDRESS  
  
Your order will be shipped shortly.*

*After your parcel is shipped, you will receive an email with a tracking link.*

*Emails with tracking are sent out automatically around 20:00 on the day of shipment.*

*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=)*

Payment

→ all payment options are offered at the check-out. So customer can check them there.

### Banktransfer

→ the option to pay by Banktransfer is available only for the EURO currency

→ takes 1-3 *business days* to process - Saturday and Sunday are not business days! Also, pay attention to public holidays.

→ customer can pay for the order within 10 days. If later - payment will be refused and refunded back - reason Payment expired.

* Usually in such cases we receive the notification from Bank (Sam share in TG), for example:

*On July 11, 2023, we have received a bank transfer transaction with an insufficient amount related to one of your payments. Therefore, we have returned the funds back to your customer. The payment remains open till July 17, 2023 so that your customer can do another transaction with the correct amount. It concerns the following payment:*

*Payment ID: tr\_R8bPAsS9LS*

*Payment created: July 7, 2023*

*Description: DE222090*

*Payment amount: €79.00 Amount received: €70.00*

*Website profile:* [*https://magicvaporizers.de*](https://magicvaporizers.de/)

In such cases, customer should be informed about this issue. Create a new ticket with customer. Find customer’s order in Magento and open it.

Create a new ticket: New→ New Email→ Paste customer email

Subject: MagicVaporizers - Order DE222090: Payment Issue

Message:

Hello Alexander Heindel,

Thank you for your interest in MagicVaporizers!

Unfortunately your payment was not successful. According to our information, the payment was not successful because you did not complete the transaction on time.

Don't worry, your money will be returned to your account within 1-3 business days.

If you want to get the items you want, you need to place a new order and complete the payment.

Looking forward to hearing from you soon,

Have a nice day =)

Regards

**! answer Sam that the task is done 🙂**

→ customers usually ask “where is my tracking?” in Banktransfer cases. The case is that an automated email is sent after the order is placed, but the payment is needs 1-3 business days to arrive to our account, so according to the system order is not paid → Payment Statuts is “Open”.

In such cases the customer should be informed about this.

EXAMPLE:

Good morning, I placed an order yesterday before 13:00 and wanted to ask whether my payment had been received, since I did not receive any confirmation of payment or a tracking number, please let me know.

1. Open Magento and check the payment method and status
2. Scroll down till “Payment Information”
3. If status of the payment is Open :

AGENT ANSWER EXAMPLE:

*Thank you for your interest in MagicVaporizers and for your inquiry! We apologize for the confusion caused by the automated email.*

*Note please you made the payment by Bank transfer. 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.  
  
Regards*

**NOTE!!! if 5 days gone since customer ordered** write  *“Please contact your bank and check if the payment went through”* instead of *Please contact your bank and check the status of your transfer.*

→ If customer answer that the payment was successful but status is still open (after 3 business days), most likely, it need more time to arrive. So mention to the customer:

*So far we have not received any payment. Please check with your bank if you have the option to do this.*

*We believe payment may still come today or tomorrow, so we can wait 1-2 more days :)*

Banktransfer ticker example: <https://magicvaporizers.freshdesk.com/a/tickets/33890>

### **→ customer paid for the order, but no payment received (Bank payment)**

We can/ need check the Status of the Payment in Mollie System (below). But there is no reason mentioned. So better to ask customer to contact Mollie and to get all the info from them directly.

### **View-login to Mollie**

Site: <https://my.mollie.com/>

Email: support@magicvaporizers.com

Password: 24F9xG\*L&9oC

NOTE FROM SAM: Mollie never wrong actually.

Customer maybe forgot to enter ref number most likely payment was refunded back to customer.

If no refund was made by mollie ask customer to fill form on

<https://www.mollie.com/uk/consumers>

mollie will then resolve with customer directly.

you can also change /uk/ to /de/ to land on German page. Also the customer need to fill out the form in the bottom.

*Also, when putting note always mention order number related to Sam.*

TICKET EXAMPLE <https://magicvaporizers.freshdesk.com/a/tickets/14325>

## **Bank payment address request**

The bank address for Mollie is: Keizersgracht 126, 1015CW Amsterdam, Netherlands

# **Program to find Bic for IBAN:**

# You can save this for future in case customer asks what is his Bic.<https://www.iban.com/iban-checker>

### **Buy now - Pay after receiving - Jetzt kaufen und nach Lieferung bezahlen**

→ customer receives the invoice with the order confirmation and inside the package and should pay for delivery within 14 days after receiving of the parcel. Otherwise, the fees will be charged.

→ NEWER CHANGE ADDRESS / EDIT THE ORDERS WITH THIS PAYMENT METHOD!

→ new payment method so if there are any issues ask Sam

### **PayPal**

We do not offer the PayPal in UK and some other countries. But in some sites like Portugal, Slovak, Luxemburg, etc. it is available payment option.

→ Use **“No PayPal UK” template to answer customer**.

### **Klarna**

NO Klarna Payments at all.

**→ Use Klarna Template to answer**

### **NO cash on delivery or pick up order in person**

#### Since we strive to offer the best prices we only sell online. All orders must be fully paid before they leave our warehouse. It's not possible to visit our warehouse to pick up your order in person. We will deliver it to your door and a tracking number is always provided so you can follow its way and make any necessary changes concerning the delivery.

### **3D Secure / System refused payment**

This most likely happened because your card doesn’t have 3D secure enabled. 3D Secure is a system adopted by the credit card issuers that stops fraudulent transactions by requiring another verification method (usually by phone) instead of just the card information.

You need to enable 3D Secure to make safe purchases online. To enable 3D Secure for your card you should contact your bank and ask them to enable it. This protection is for your safety when you make purchases online and to prevent fraudulent use of your card. Once enabled, please place a new order and complete the payment.

If you still experience problems with your payment, or if you are facing another issue, please contact us using the form below.

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*We checked the logs and your card needs 3D secure enabled.*

*Please note that your payment was declined because of you did not pass 3D Secure. Could you please enable 3D Secure to make safe purchases online.*

*No payment has gone through, if your bank shows that it's attempted it may be in Pending state only. But it has not been approved and the funds will be reversed back to your account shortly.*

*To enable 3D Secure for your card I would highly suggest contacting your bank and ask them to enable it. This protection is for your own safety when you make purchases online.*

*Once enabled, please feel free to place a new order and complete the payment.*

*I hope that was helpful. Looking forward to hearing from you soon,*

*Have a great day=)*

### **No Payment Received**

**IMPORTANT: it can happen that the payment was not successful due to some reason, so the payment status will be “Pending” also. This is a common case.**

In such cases agent can answer the following:

*Unfortunately, we have no recorded payment from you. Please double-check that your order has been paid for.*

*Also, you can try to pay again using another browser or another device, or using another payment method.*

*Note please, if no payment was made, you need to place a new order.  
Orders will be automatically cancelled when no payment is recorder after some time.*

#### **Company name on the bank statement**

It will show **MagicVaporizers on bank statement** and not anything Worldwide.

#### **Who should pay for customs/import fees for delivery**

## - always receiver should pay! Automatic for all our shipments as permanent rule. <https://magicvaporizers.freshdesk.com/a/tickets/27132>

### 

DISCOUNTS

→ we do not offer the discounts, promo codes, etc.

→ ALWAYS SET ONHOLD STATUS - DO NOT FORGET IT!! And delet discount after placing an order

If customer asks about discount - Use Template **“Discounts? ”**

If customer asks about Promo Code - Use Template **“No Promo code or Discount code”**

**→ If customer forgot to use the discount code:**

We can use it manual, meaning to refund the discount amount to this customer.

**VIDEO Refund-a-part-of-the-sum + apply-the-discount\_ shrinked**

AGENT ANSWER EXAMPLE:

*Hi,*

*Thanks for your interest in MagicVaporizers and for your inquiry!*

*No worries! :)*

*I have manually applied your coupon code to the order and [DISCOUNT AMOUNT - ex. 25EUR] were automatically refunded back to your account!*

*Please keep in mind that refunds to credit cards or via Banktransfer may take up to 3 business days to be processed.*

*Regards*

### **Discounts for accessories Request**

→ Discounts for accessories are only available when you purchase a vaporizer the same time. There are customers who check prices when the device is added to the basket and after removing the device prices increase. → We ***do not offe***r customer 25% discount in this case.

Sometimes, we can also advise customer to purchase the cheapest vaporizer like DYnaVap or AirVape XS Go and get the discount. (if customer has a wide range of devices we can tell this the DynaVap will be a great addition to another devices, for example)/

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your inquiry!*

*Discounts for accessories are only available when you purchase a vaporizer the same time.*

*As long as you have a vaporizer in your cart you will receive 25% discount on all accessories and 35% on all grinders. It is not possible to access the pricing without a vaporizer in the cart.*

*You must've had a vaporizer in your cart to see those prices and then you removed the vaporizer in the checkout perhaps?*

*Regards*

→ if order with the device is placed no longer than 14 days ago, we can offer customer 25% discount for accessories.

### **How long the device is running for?**

**Official reply:** The discount will be running 1 week more and in case the price change before or smth. We can give a discount customer to get the item at the current discounted price.

This way we gain customers trust and he will purchase the device from us in the future anyway.

**Unofficial reply:** Prices are in reality fluctuating depending on competition, we normally adjust 1 x per month but normally pieces alecost never change in UK 😄

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*The discount will be running 1 week more. However, in case the price changes before, you can contact us, and we will give you the discount code to you to get the item at the current discounted price.*

*I hope that was helpful. Looking forward to hearing from you soon,*

*Have a great day=)*

### **“Not in stock” discount**

→ The 5% is a standard offer included in mail when items not in stock so they receive this code automatically when email goes out.

But sometimes we had another promo available which was better than the 5% offered.

It is up to customer which promo code to apply :)

We do not merge these discount codes.

### **420 Promo**

→ Canned response named the same - 420 Promo

TICKET EXAMPLE <https://magicvaporizers.freshdesk.com/a/tickets/9148>

→ answer and take it as canned response. Rewrite a bit if needed and save it. It stands for 20 April. And 420 stands for cannabis culture, can Google it. <https://en.m.wikipedia.org/wiki/420_(cannabis_culture)>

This day, any cannabis related stuff are usually discounted also to promote it.

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for your interest in MagicVaporizers and for your inquiry!*

*We strive to offer best prices all year round and not promote any further for specific days like 420 or Black Friday. If we were able to offer a better price, we would already do it for all customers the same time without having you to wait for those few moments a year or force customers to sign up to newsletters or other traditional methods :)*

*However, since we always try to have the best price there is always a factor that any competitor might lower their pricing which also could lead to ourselves lowering to match them. For such moments, we can not predict how prices might change in the future.*

*Keep in mind, accessories receives 25% discount automatically when purchased together with a vaporizer.*

*I hope that was helpful. If there are any other questions or concerns happen to arise, please let me know=)*

*Regards*

### **Black friday/Unboxing Day**

We do not offer Black friday/Unboxing Day discounts

AGENT ANSWER EXAMPLE:

*Hi,*

*Thank you for contacting us and for your interest in our products!*

*Unfortunately, we do not offer discounts. Our vision is simply to offer the best price all year round and don't let any customers wait for those specific moments or targets to make their purchases. If we were able to offer a better price, we would do it today already and have all our customers save that amount :)*

*I hope our efforts find your satisfaction. We assure you that you can buy with total confidence.*

*Regards*

PRICE MATCHING

The Price Match Guarantee is mentioned for each domain. Open the Price Match guarantee for the correct domain in our store.

Note for EU: if customer contacted from .com site, match the price according to .com Price Match Guarantee domain. If customer contacted from .com domain but share another domain (i.e .NL, or .GR, or .IE) of the Check the competitive store, match the price according to NL, or .GR, or .IE Price Match Guarantee

Note for UK: Only .UK = .UK domain can be matched

IMPORTANT! - not included in Price Match Guarantee

The Price match is possible only for the products with the same version and colour.

We are not able to match the price for the products with the colour we do not sell and for the products which are out of stock

\*We do not match the price if the store does not provide the delivery to the country the price match is related to. ***Valid for NETHERLANDS***

## How to process the price match request:

1. Open the competitive store link

2. Open the price match guarantee for DHV shop

3. Check if the competitive site meets all requirements of DHV Price Match guarantee: domains are the same/discount is not applied at the check-out/if the shipping is free etc.

4. If the competitive site meets all requirements of DHV Price Match guarantee  **ASK SAM FOR APPROVAL**

**-provide the screen from the**

4.1 If the competitive site doesn’t meet all requirements of DHV Price Match - answer customer that the Price Match Request is disapproved and mention the exact reason + link to the price match guarantee.

5. After receiving of Sam’s approval generate a discount code for the price difference. (For example, our price for Tinymight 2 device is £299 and the competitive store price is £200 → 299-200=99, so the discount amount is £99.)

6. Provide code to customer

7. Check and Unhold the order after customer placed it.

**ALWAYS ASK SAM FOR APPROVAL BEFORE MATCH THE PRICE!!!**

How to generate a discount code:

1. Go to Magento → Marketing → Card Price Rules → Add New Rule
2. Name the discount code with the order number or customer name/surname (Rule Name and Description fields). It is easier to recognise the discounts this way.
3. Active → Yes (alsways!)
4. Choose the domain page in which the code should be valid
5. Customer Groups → General + NOT LOGGEN IN
6. Coupon → Specific Coupone and write Rule Name, just copy/paste it:)
7. Choose status "**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.
8. Go to the Actions → Apply → Fixed amount discount for whole cart
9. Discount Amount → mention the price difference.
10. Free Shipping → No

**The video “Creating the coupon code”**

In the response, ask customer to contact us when he placed the order with the discount.

Agent answer example:

Thank you for your interest in MagicVaporizers and for your inquiry!

Your price match request has been approved, and we have issued a personal discount code for you for \*\*(discount amount)\*\*: \*\*(DISCOUNT CODE)\*\*

It will deduct the indicated amount from the cart total.

Please use it at the checkout and contact us after you have placed the order, so we can review and submit it.

I hope that was helpful. Looking forward to hearing from you soon,

Have a great day=)

**NEWER TRANSLATE THE DISCOUNT CODE NAME WHILE TRANSLATION OF THE ANSWER INTO ANOTHER LANGUAGES!!!**

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

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.

## AMAZON/eBay - NOT APPROVED

Example Agent Answer:

Unfortunately we do not match Amazon or eBay, please see our price matching policy here

*LINK--RIGHT DOMAIN*

Products shipped from or sold by a third-party seller, at a market, auction, or advertising market

EXAMPLE TICKETS:

<https://magicvaporizers.freshdesk.com/a/tickets/5297>

<https://magicvaporizers.freshdesk.com/a/tickets/32971>

<https://magicvaporizers.freshdesk.com/a/tickets/25413>

## For UK auto approved

Vapefiend

Vapeelevate —-> This store should receive 0 sales, we match this store automatically whatever they charge for in checkout when its time for customer to pay.

## For UK **Not** Approved

### Puffpuffpalace - ships from Netherlands

Example Agent Answer:

Please note that Puffpuffpalace ship their products from the Netherlands, there will be additional import VAT or custom duties when importing outside of UK.

While we ship within UK.

If you find any UK stores that are cheaper than us and match our Price Match Guarantee terms, we will happily match the price.

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

TICKET EXAMPLE: <https://magicvaporizers.freshdesk.com/a/tickets/11058>

### TVape - Products supplied through unauthorised distributors (known as 'grey market' items) or delivered directly to customers from an overseas distributor"

Example Agent Answer:

Unfortunately, TVape also known as Toronto Vape is a Canadian retailer using a German distribution center for shipment to UK. We are unable to price match any overseas seller, only UK sellers. You can check our Price Match Guarantee here: https://magicvaporizers.co.uk/shipping-information

* Products supplied through unauthorised distributors (known as 'grey market' items) or delivered directly to customers from an overseas distributor

You could probably face additional charges of about 20-25% for importing goods from outside of UK. As shipments to UK since Brexit could face additional import vat or custom duties just so you know if you decide to order from there.

# **EU Autoapproved**

Medvape.dk - autoapproved for DK, ← But ALWAYS check the data as shipping can be not free!

# **Domain price difference**

All products are shipped from one warehouse in Germany but prices on .COM and other countries domain sites are different because taxes, transportation and other additional fees and charges we cover are different from country to country.

For example: The Wolkenkraft FX Mini in .Com is 109 EUR while in .De site it costs 99 EUR.

Customer can request to match the price in such cases, so we should explain the piece's difference (and match the price=refund difference if order is already placed).

Important: ask Sam for approval before refunding!

### ***Buy now and Pay after delivery – Payment method - Domain price difference***

It is possible to make adjustments of price **as long as customer not made any payment.**

You can make an online refund in Magento as usual and tell customer to make lesser payment (but using same reference number).

For example, you could make a refund for 14€. And tell customer to pay 139-14 = 125€ instead.

It will be automatically adjusted by Novalnet.

TICKET EXAMPLE: <https://magicvaporizers.freshdesk.com/a/tickets/34821>

MISSING ITEMS

## Missing items:

WARNING! Missing items that are tiny (batteries, screens, capsules, etc.) usually hide inside the layer of the wrapping paper or behind the sidewalls of the box we shipped with. Ask the customer to please confirm the wrapping has been taken out, flated out and looked for carefully between each layer? → **Use template: Hides wrapping paper cardboard**

*Important!!*

*German warehouse (EU+IE) also can tape small items (like screens) to device’s box!*

### 

### **Manufacturer Fault:**

→ Missing parts of a single SKU product (cleaning brush, screens from the device’s box is missing). We create a new ticket with the manufacturer for them to conduct this customer further after.

1. Ask customer to take a picture of all items he received + serial number of the device.

AGENT ANSWER EXAMPLE:

*Hi,*

*Thanks for reaching out!*

*Note please we ship all our products as they come from the manufacturer we do not open the boxes and do not check the content.*

*Could you please take out all items from the box – everything that came in, and take a picture of everything? And please share it with us here.*

*Also, please share the serial number of your device. It is located \_\_\_\_\_\_(can be checked in the shops site)\_\_\_\_\_*

*Looking forward to hearing from you soon!*

*Regards*

1. Raise the ticket with the manufacturer and provide serial number and pictures shared by customer, and invoice.
2. Follow manufacturer’s instructions.

### **Logistics Fault:**

→ Missing product of a multiple SKU ( i.o: the customer ordered 2 vaporizers, 1 is missing).

We apologize for this situation and ask the image of all items received. If missing is confirmed, raise the case with warehouse (EU →GSL / UK→Cloud), and provide images + cost of goods to the warehouse (if needed). Ask them how we shall proceed.

If warehouse confirm the missing:

We apologize and tell the customer that the remaining product will be shipped out shortly free of charge.

!\* Cheap items missing for UK ask Sam, perhaps we can take a loss.

Returns/ Change of mind

→ according to Return Policy the return can be made within 14 days after receiving. But id product is sealed and unused it can be returned anyway.

→ we have a strict return policy that **we do not accept opened/used items**. Therefore, customer needs to fill out our 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.

## **Important Info about sealing/packing**

Some devices like **DynaVap** have no sealing, so we asked the picture of inside of the chamber to check if the device is unused.

**DynaVap M** came in plastic tube → to check if the device is unused, ask picture of inside of the chamber

**DynaVap M+ (plus)** came in carton box. → ask picture of inside of the chamber, and picture of packing - check if box is not ripped!!

**Arizer** portable devices have sealing on the units only! Box is unsealed. Ask picture of sealed unit!

**DaVinci** units have sealing on battery or flavour chamber. - ask the picture of it

**Tinymight2** - unsealed

**Hydrology 9NX** - unsealed

**Some accessories:** Pax BudKups, XMax Mouthpieces, AirVape Mouthpieces etc.  
Angus accessories have sealing with Angus logo

For **Tinymight2 and Hydrology 9NX** agent message example:

*Could you please confirm that your product has not been opened and use with any herbs inside, has not been used and is still in brand new condition, so that we can provide you with return instructions?*

*​*

*When product has been received by our return department it will be checked for any signs of usage. If there is sign of usage the return will be declined.*

*We await your confirmation on above so we can provide you with return details :)*

**Always ask for picture of the serial number of the Vaporizer that is being returned. It should be located on the box (Xmax, Arizer (on the button of the device but it is visible through sealing),Flowermate, DaVinci). If its a model with a serial that is. Then note the serial down as a note in the current ticket.**

The reason is that the only time we lose control over a device if a future customer receives it and complains it looks X or Y. Is only if it has been returned by someone else. This means it has changed hands and could have been manipulated. When added as note, it means we can search in tickets for the serial and see if we receive a match or not in case future customer complaints.

*→ If customer placed an order and it is shipped (so it can not be cancelled) and customer request to return the parcel. We can accept it but ask customer to contact us once he received it, and then provide him a return info. Ask for picture as usual.*

*Please contact us as soon as you receive the order, and we will provide you with all the necessary information.*

## So the general return process should be:

1. Open the Magento and check what the item is received, when it was received etc.
2. Ask customer if the product is unused and sealed and picture of the items he is willing to return **(pay attention to the sealing notes above!!)**

**USE Template “Confirm the return is still sealed and brand new”**

1. Check pictures customer shared and his reply

→ If item was opened answer with Template **“Return can not accept used products back”**

→ If all is ok, share the return address:

UK - Template **“Cloud return address”**

GSL - Template **“GSL Return address”**

1. After customer shared the return tracking, thank him for info and tell that we will get back to him once we receive the item.
2. We should receive the notification from warehouses about the receiving and processing the return.

***GSL***→ the email includes PDF invoice, open it and find order in Magento using customer name or order number mentioned in the received doc.

**\*if device is used letter “d” will be near SKU number → for example: SKU333d → in this case check the customer’s ticket - pictures, or if it was item used (handled wrong check the mistake and ask Sam for advise) , or should be returned under the warranty (check customer’s ticket in this case).**

***CLOUD*** → we receive the notification only. We have to open the Cloud Portal <https://portal.far.cloudfulfilment.com/orders?search=UK140240>  
→go to Returns→ Active Returns or Complete Returns if Active folder is empty 🙂

Check the order and info there.

If all is fine, meaning all items are as new, we need to return them back to stock: click on the items quantities select it and the click on Return to stock or choose option needed.

Could Fulfilment Portal:

Log in: [support@magicvaporizers.com](mailto:support@magicvaporizers.com)

Password: support2022

1. Refund customer in Magento and answer customer

How to refund the order in Magento:

Open the order → invoice in the order view→ open the Invoice → Credit Memo → set 0 and leave empty boxes if needed for items are not returned → update Items and Quantities→ scroll down and click on **Refund.**

**VIDEO**

AGENT ANSWER EXAMPLE:

*Thank you for your patience!*

*We have received your return and refunded you the items value now :)*

*The refund will be sent to the card or bank you paid with at checkout.*

*Refunds for payments by card or bank may take up to 3 banking days to reach your account again.*

*If there're any other questions or concerns happen to arise please let me know=)*

Refunds

→ **ALWAYS!** Check the info twice before issue a refund

→ Except warranty refunds, cancellations, autoapproved price match) all refunds should be approved by Sam!

Refunding an Order:

1. Open the order in Magento.

2. Click on invoice (in the “Order View” field) and open the invoice.

3. Credit Memo → scroll down if parcel is not shipped, so stock is not deducted) leave the boxes "Return to stock" empty (If order has been shipped, for example refund of return, do not change there anything).

4. Scroll down and click on **Refund.**

**NEWER CLICK REFUND OFFLINE. If it is clicked contact management asap!!!**

5. Answer customer

AGENT ANSWER EXAMPLE:

*Hi,*

*We have refunded you order’s value.*

*The refund will be sent to the card or bank you paid with at checkout.*

*Refunds for payments by card or bank may take up to 3 banking days to reach your account again.*

*If there're any other questions or concerns happen to arise please let me know=)*

*Regards*

Warranty/Malfunctioning:

### -**Malfunctioning:**

* In the rare occasion a product you have received from us is defective on arrival, you are entitled to a replacement or refund. But the proof of the issue should be provided.
* Please notify MagicVaporizers of any faults and defects as soon as you become aware of them
* All items sent to us must include the original invoice and a filled-out return form you receive from MagicVaporizers support
* MagicVaporizers will dispatch a replacement or issue a refund, as soon as our Returns Department has received the product and confirmed the defect
* **Many also open warranty cases when they don't think the devices are working. Most cases the devices are working very well but the usage is not correct by the user making him think the devices are not working properly.** Only times warranty cases are valid is usually when there is a technical error such as not charging, not powering up, error message on screen and so on.

But check the warranty time for each device and device’s battery as it differs.

All devices are covered by warranty.

The rest can always be troubleshooted and advise given to customer on how to properly use the device.

Each brand has its own warranty procedure. RMA can be approved by manufacturer or Sam depending on brand/issue.

When RMA is confirmed by manufacturer enter it into the RMA Doc Sheet.

Or when we need Sam`s approval enter all data into RMA sheet + upload media files and place in the correct folder with RMA name.

**RMA Doc sheet**

https://docs.google.com/spreadsheets/d/1ArE0fTb7r6JE3SV5DYwH07IVdXoDmkTafX5lL8WlvKw/edit?pli=1#gid=932003243

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

**Dropbox - login**

[support@magicvaporizers.com](mailto:support@magicvaporizers.com)

AWKCYxsAUKJir3AYj0nhBT

**Share video URL (link for customers)**

<https://magicvaporizers.com/rma-upload>

Media provided in RMA sheet, please create folders first in the brand category and move the video/media files there.   
  
\* *the videos need to be placed in folders in respective brand folder before asking for approval.*

Sam won’t approve a case unless the folder is there. Because he has to check all content is there before approving, so we send later in batches to manufacturer, it means it can be forgotten.

*In the Sheet put VIDEO LINK to the video!* Open the video in Dropbox→ Share → Copy Link

**General Instructions for all RMA:**

**To open RMA we need the video or image of the issue.**

The media 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

Created RMAs/Brand/Registered RMAs/RMANUMBER → Upload → choose files → Upload.

**Only valid warranty replacements/credits are to be filled in sheet.**

**If manufacturer decline the warranty, mark it as declined!**

Otherwise, it's filled with non-valid data and I have to go through all and clear out the non-valid ones. So when we request later credit notes from manufacturer they will see that this was never handled.

Only devices which are covered by warranty and where you ask me for permission to replace, should be placed.

! You enter sheet, put media folder in place, then ask Sam in note if OK to replace this. If last step is not happening (asking Sam) then it means It's too early to put it in the sheet, as It's still waiting more information

**Following data should be available to ask Sam for approval:**

* Order number
* Order date
* Serial number of the device
* Video/image of the issue
* Short description of the issue

**Following data should be available to raise the case with the manufacturer**

- Purchase date

- Product name

- Product colour

- Serial number

- Description of the issue

- Media proof: image or/and video or description of the issue in details, for example battery runtime, how long it run, at what temp, if the device was stored in cold place, if it was left on charge for a long time etc.

- Full customers details including email address and phone number

- **ALWAYS ATTACH CUSTOMER’S INVOICE TO THE MANUFACTURER EMAIL!!!**

**! according to EU law, boxes are not needed for warranty —> in case a manufacturer tries opposite.**

### Storz-Bickel UK and EU

**EU cases**

In GERMANY (GSL), we provide them S&B warranty form as usual!!.

Except dead on arrival devices. In this case follow the steps below.

**UK cases**

If customer contacts us in **UK ONLY** and Customer has **PORTABLE Device**.

The RMA is to be handled by us directly, meaning follow RMA procedure: video recording, video should show serial number in same sequence, add to sheet and raise with S&B

If customer contacts us in **UK ONLY** and Customer has **DESKTOP Device.**

The Desktop devices you need to have video recording, and serial as well. If there is a fault confirmed then raise with S&B. They will provide customer with return label to S&B and S&B will receive the device, repair it and send back to customer.

***If device DOA*** even if desktop device, (error on display, doesn’t power up etc) then ***customer sends video and serial in same sequence,*** and then raise with S&B.

**Raising S&B warranty claims:**

**Visit** [**https://www.storz-bickel.com/en/customer/account/login/**](https://www.storz-bickel.com/en/customer/account/login/)

**Login with: support@magicvaporizers.com**

**Password: 6DBjN8sJayNTCGLA#ueZm#$7Z**

Click on My devices to the left.

Register the Device and fill out the information required such as Serial, customer invoice date and attach a copy of the customer PDF invoice.

Submit it.

We will now receive an email here saying it is pending registration. And then on next business day we will receive an email saying it has been registered.

Once device has been registered under our account there will be a link under my device to open an RMA with S&B.

**If device is already registered under customers account** you need to email [service@storz-bickel.com](mailto:service@storz-bickel.com) asking S&B to de-register it so we can register it. (this might add a small delay since we have to wait for de-register to be able to register it.

Hi,

we can not register **SERIAL NUMBER**  as it is already registered.

SORT DESCRIPTION OF THE ISSUE (in a few words)

Regards

Example: <https://magicvaporizers.freshdesk.com/a/tickets/25828>

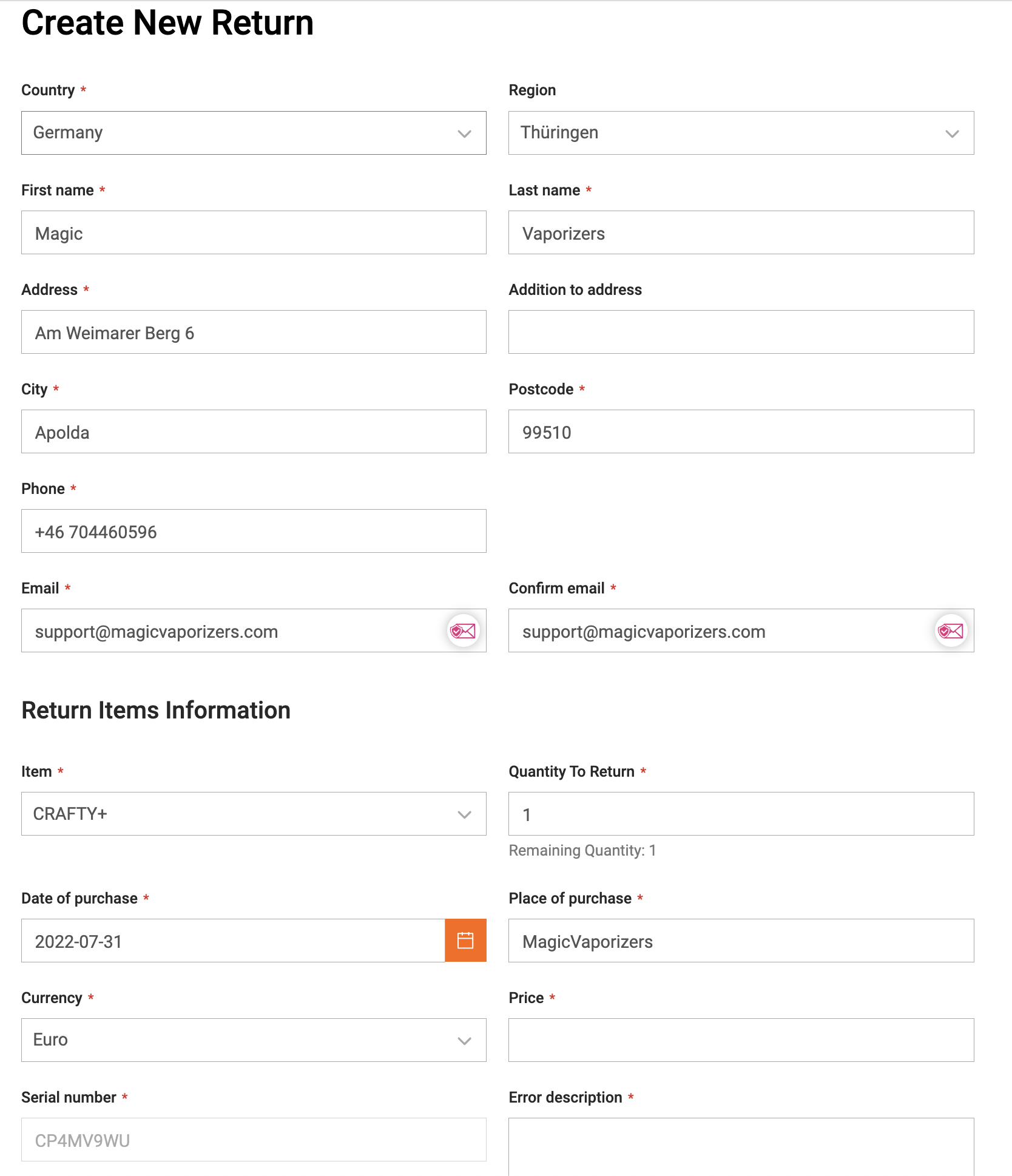
*You can answer customer at this stage to thank you for his documentation we have forwarded it to Storz-Bickel for evaluation if this can be repaired or if it needs to be replaced under warranty.*

After receiving the notification that the device is registered:

1 - Login to Storz-Bickel portal again.

Go to My Devices > Initiate RMA on the device that matches serial.

Fill it out as below:

****

*FYI - Sam is using this extension btw to save and prefill data for this but also other personal sites.* [*https://chrome.google.com/webstore/detail/autofill/nlmmgnhgdeffjkdckmikfpnddkbbfkkk*](https://chrome.google.com/webstore/detail/autofill/nlmmgnhgdeffjkdckmikfpnddkbbfkkk)

*But that is up to you if you want to do or fill manually.*

Fill out Price as seen in the customers invoice.

In Error description fill out the error description and provide URL to dropbox. (remember to use share url in dropbox).

Example:

"Intermittent charging. Tried different cables but same issue. See video: dropboxurl

Awaiting approval from you before we replace it to customer. "

After S&B approval of the warranty and sipping the replacement to GSL, you need to

1- ask customer to return the device to Cloud

2- once received by Cloud ask them to dispose the device and replace the device to customer and ask to share the serial number of new device

Hello,

We received the faulty device, and have issued a new replacement device to you.

The replacement device will be shipped soon, free of any fees or charges.

We would kindly ask you to provide us a picture of new serial number after receiving the replacement device. We will forward this to the manufacturer and ask them to update your account with the new information about your device so that your warranty is activated to this new device.

Looking forward to hearing from you soon!

2 - after receiving of new serial contact Andreas ([andreas.hensel@storz-bickel.com](mailto:andreas.hensel@storz-bickel.com)) and forward this info to him

Hello Andreas Hensel,

We hope you are doing well :)

​

We have replaced the **DEVICE** to **CUSTOMER NAME** - RMA **#1111111111111111111111(number id mentioned after the RMA claim is opened)**

The serial number of the exchange device **SERIAL NUMBER**

Full customer's details:

Name, address, phone number + email

**Regards**

### **Arizer**

**Arizer EU+ IE**

We provide canned responses for them to open RMA with the manufacturer directly.

**Arizer UK**

We require video proof+serial and replace the devices ourselves.

(As a replacement issue unit only!!)

### **PAX EU and UK**

We provide canned responses for them to open RMA with the manufacturer directly.

DOA or RMA for annoying customers

Anytime a product is exhibiting a potential fault please refer the customer and their complaint(s) with respect to PAX Labs products to PAX Labs directly. We have a team of experts that can help resolve most reported issues, avoiding the need for any replacement product to be issued.

Customers can easily contact our Support Team by submitting a support ticket at: <https://www.pax.com/pages/support-form>

**In the event you have accepted a customer’s device, please *do not issue* a replacement, but instead contact myself and the Partner Support Team by emailing:** [partnerhelp@pax.com](mailto:partnerhelp@pax.com) **(not to be shared with consumers!!)**

We can facilitate warranty support and troubleshooting accordingly. Critical info needed:

- Serial Number

- Colour of Device

- Date of Purchase

- Customer Contact Information (delivery details + telephone + email)

- Reported issue (LED lights, charging, vapour production, etc.)

This process ensures we are able to gather useful information and feedback of product issues and concerns.

Lastly, it’s important to check authenticity of product prior to accepting any return.

### **DynaVap EU and UK**

These can not break as they don't have any electronics and are made of steel. No RMA are needed. If something is still needed we open a ticket with DynaVap for customers to be handled directly by them.

### **DaVinci**

All RMA/Warranties should be approved by the manufacturer

DaVinci RMA's for our internal use only, never share email address or conversation with customers

Send email to: [zuzana.kratochvilova@greenlane.com](mailto:zuzana.kratochvilova@greenlane.com)

Freshdesk template: DaVinci - warranty message to the manufacturer.

Request proof from customers:

The video should include serial number, charging port and chambre are clearly visible.

*For example, if the customer doesn’t take care of the device per DaVinci’s recommendations and policies, warranty is not applied.*

If not a video, please always request a photo of:

i. Opened chambre

ii. Charging port

iii. Serial number

DaVinci Tutorial: https://www.dropbox.com/home/RMA/2.%20Requested%20Videos/DaVinci%20Video

### **Cloudious 9.**

We contact support@cloudious9.com ourselves saying a customer has this and that issue. And we ask for advice. Normally this manufacturer will then reach out to customers or ask customers to contact them directly or approve the warranty.

### **Smono**

In case of Smono warranty, the procedure is to ask for serial number. The number is written on the box and collect video evidence and raise with the manufacturer (ALWAYS).

Once you have the required information, you send email to return@reinhart.shop and ask for warranty approval and credit note.

Once the credit note is received - download credit note PDF and create folder with RMA number in Dropbox and add it there

Example: RMA/1. Created RMAs/Reinhart-Smono/Credit Notes/RMAnumber

Then issue replacement in Magento for customer or refund customer as he wants.

Meaning:

Evidence > Send email to Manufacturer > Wait for credit note > Send replacement to customer. > add credit note to Dropbox > Replacement issued

If credit note is not received within 48 hours send reminder about it to them!

For Smono no evidence or serial is saved locally. We should receive a credit note for each replacement made one by one.

### **Flowermate**

Autoapproved by Sam warranty issues: No NTC, temperature stuck and does not heat up.

IF SERIAL IS SHARED: We add to sheet all info and replace the device/issue a refund without raising this with Sam/Manufacturer

Another Issues like battery issues, display issues, heating issues etc, should be approved by Sam.

IF THERE IS NO SERIAL NUMBER → Raise with the Frank (manufacturer)

Email frank@flowermate.com Not to be shared with customer!

Please send all Flowermate request to this email here when seeking assistance or advise with RMA. If not it's possible to determine from video only.

Including for this ticket also.

### **Xmax**

Autoapproved by Sam warranty issues *if serial is available*: Sensor Error / short circuit

All other issues contact manufacturer when the issue in with the device (like doesn’t charge, display is dead etc.)

In cases the device doesn’t charge, always ask the picture of the USB port also to make sure it's not damaged. !before contacting the manufacturer

### **AirVape, Boundless, Fenix, Flowermate, Focusvape, Wolkenkraft**

Video Evidence+serial and we ship customer new one  
  
—---> for cases with problems with the operation of the device itself like the screen is dead, the battery discharges quickly etc. --- contact the manufacturer

#### **Autoapproved Issues: Sensor Error, Temperature stuck, Protect Error, Break Error.**

$$$ Defecting / Malfunctioning Items / Battery Issues

^^^ Battery Issue / loading slow

1. Ask customer to test the device as follows:

a. 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.

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

c. 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.

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

3. 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.

$$$ PRODUCT INQUIRIES

^^^ Reuse Cotton?

1. Explain that the cotton can be reused a few times at most.

2. Suggest that the customer purchase unbleached cotton from makeup stores, pharmacys, etc.

3. Suggest that the customer use wool instead if they prefer.

$$$ PRODUCT INQUIRIES

^^^ DaVinci Product Issue

1. Recommend that the customer check the battery compartment and lift the spring to clean the battery connectors with the ISO.

2. Suggest that the customer check canned responses for DaVinci Battery Issue and DaVinci all issues response.

$$$ PRODUCT INQUIRIES

^^^ Wrong Plug / Plug doesn’t fit

1. Request one photo of the box where the plug type is mentioned, one photo of the plug itself, and the serial number of the device.

2. Contact the manufacturer to ask them to ship the correct plug to the customer.

3. Note that the manufacturer may ask to replace the unit, depending on the brand and situation.

Replacements

^^^ Sending a Replacement

1. Reorder the item on Magento.

2. Set the price to 0 and click on update items.

3. Set free shipping and submit the order.

4. After invoicing, go to invoices and click on invoice (in the top) and submit invoice.

5. When the parcel is returned back to the company, increase the stock manually, since the system can not do this.

# DEVICE - replacement approved

Thank you for sharing the video!

Your warranty is approved, and we have issued a replacement for you now.

The replacement device will be shipped soon, free of any fees or charges.

You can toss/keep your old device.

Please enjoy your time using your device and If there's anything else we can help you with please do not hesitate to ask!

If you are satisfied with our level of service, please find some time to write a review here: https://www.trustpilot.com/review/magicvaporizers.com

It would really mean a lot to us as a store. :)  
—----------------

Please keep your old device in case the manufacturer asks you to return it.

# ACCESSORIES - replacement approved

Thank you for sharing the photo of the broken accessories. We are sorry to hear you are having this issue.

We have sent a replacement for you now. \*ACCESSORIES\* will be shipped soon, free of any fees or charges.

After your parcel is shipped, you will receive an email with a tracking link.

Emails with tracking are sent out automatically around 20:00 on the day of shipment.

OTHER

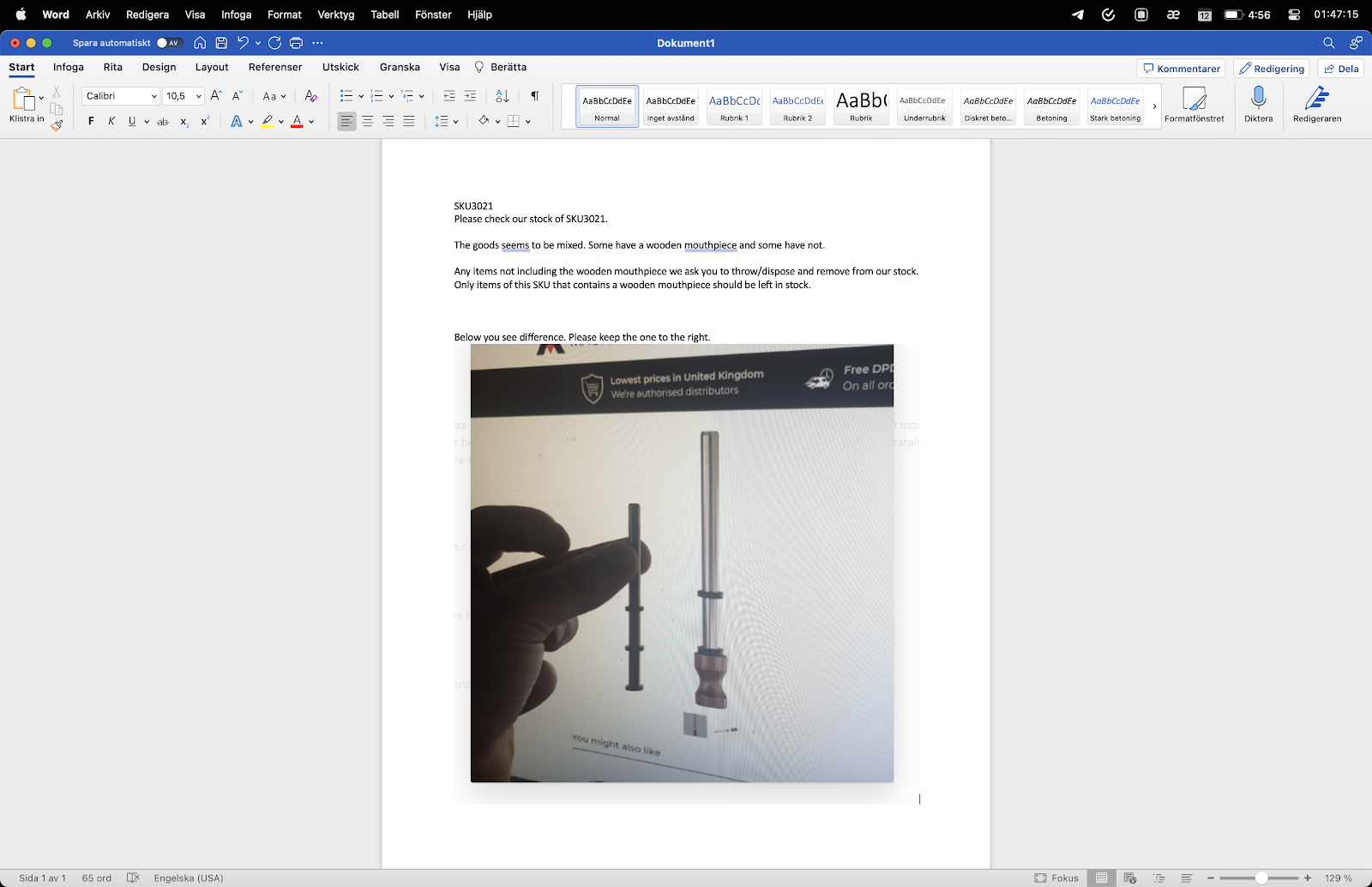
# 

# How to create New VAS Request

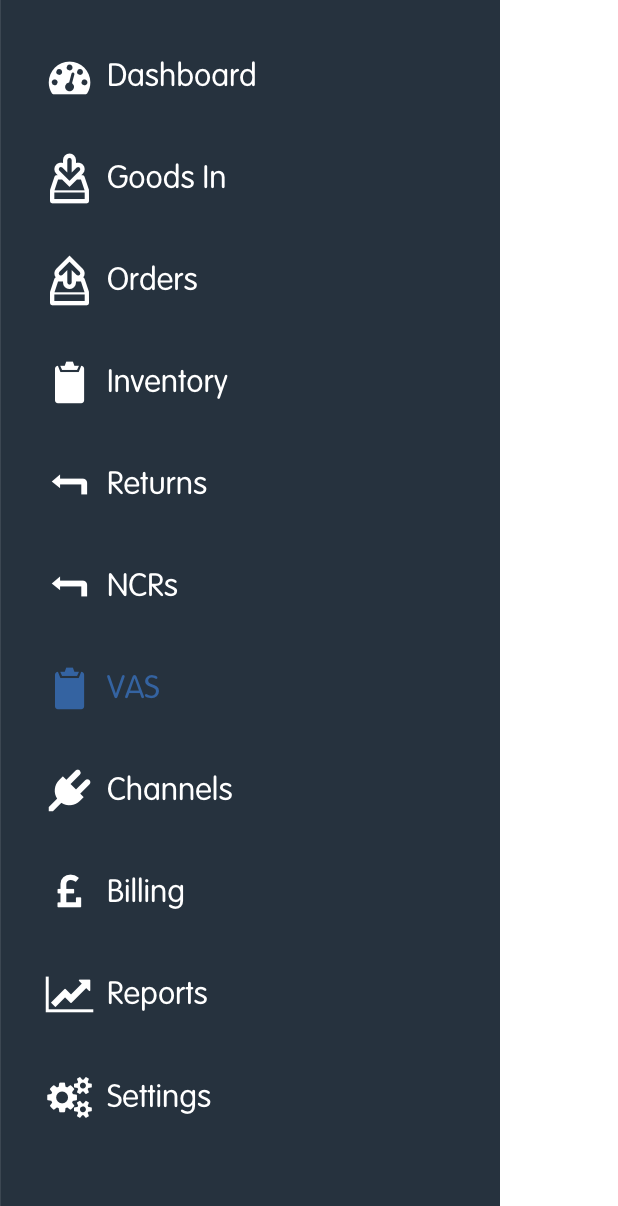
<https://magicvaporizers.freshdesk.com/a/tickets/33064>

I will do it this time to show you, it is a very simple process in case you need to do it in future yourselves.

See below picture and attachment. We write in word or any text editor our request. We then save the file as PDF.



Visit Cloud, and click on VAS > Upload New VAS Request and upload your PDF file there.



SCAMMERS CASES

Add scammers cases here

<https://magicvaporizers.freshdesk.com/a/tickets/15244>

<https://magicvaporizers.freshdesk.com/a/tickets/14958>

<https://magicvaporizers.freshdesk.com/a/tickets/14729>

<https://magicvaporizers.freshdesk.com/a/tickets/31643>

<https://magicvaporizers.freshdesk.com/a/tickets/18490>

<https://magicvaporizers.freshdesk.com/a/tickets/32755>

<https://magicvaporizers.freshdesk.com/a/tickets/35045>

<https://magicvaporizers.freshdesk.com/a/tickets/34839>