

Lifestyle/Landmark Group Customer Support Calling Script

General Introduction (For All Calls)

Agent: "Hello! Thank you for calling Lifestyle/Landmark Group customer support. My name is [Agent Name]. How may I assist you today?"

Customer: [Customer's Response]

Agent: "Thank you for sharing that. May I please have your registered mobile number or order ID to access your account details?"

Customer: [Provides information]

Agent: "Thank you for confirming that. I've located your details. Before we proceed, could you please verify your name for security purposes?"

Customer: [Confirms name]

1. Order Status & Delivery Inquiries

Order Status Check

Agent: "I've checked your order status. Your order #[OrderID] for [item description] is currently [status - processing/dispatched/out for delivery]. The estimated delivery date is [date]. Would you like me to send you the tracking details via SMS?"

Customer: [Customer's Response]

Agent: "I've sent the tracking link to your registered mobile number. You can track your package in real-time using this link. Is there anything else you would like assistance with regarding your order?"

Delayed Delivery

Agent: "I understand your concern about the delay in your delivery. Let me check what's happening with your order."

[After checking]

Agent: "I see that there's been a delay with your order due to [specific reason if available]. Your package is now expected to be delivered by [new date]. I sincerely apologize for this inconvenience. As a token of our apology, I'd like to offer you [compensation - e.g., discount coupon, loyalty points]. Would that be acceptable?"

Change Delivery Address

Agent: "I'd be happy to help you change the delivery address. Please note that we can only change the address if your order hasn't been dispatched yet."

[After checking order status]

Agent: "Your order is still being processed, so we can change the address. Please provide me with the new delivery address."

Customer: [Provides new address]

Agent: "Thank you. I've updated your delivery address to [repeat new address]. You'll receive a confirmation SMS shortly. Is there anything else you need help with today?"

2. Returns, Refunds & Cancellations

Initiating a Return

Agent: "I'm sorry to hear that you want to return your purchase. Could you please tell me the reason for the return?"

Customer: [States reason]

Agent: "Thank you for explaining. Based on our return policy, your item is eligible for return. I'll initiate the return process for you. A pickup will be scheduled within the next 24-48 hours. You'll receive an SMS with the pickup details shortly. Once we receive and inspect the item, the refund will be processed to your original payment method within 5-7 business days. Is there anything specific about the return process you'd like me to explain?"

Refund Status Inquiry

Agent: "Let me check the status of your refund for order #[OrderID]."

[After checking]

Agent: "I can see that your return was received at our warehouse on [date]. The refund has been [processed/is pending]. If processed, it should reflect in your account within [timeframe based on payment method]. If you don't see the refund by [date], please don't hesitate to contact us again."

Cancellation Request

Agent: "I'll help you with cancelling your order. Let me check if it's eligible for cancellation."

[After checking]

Agent: "Your order #[OrderID] is [still being processed/has already been dispatched]. Based on this status, [we can cancel it/we cannot cancel it as it's already been dispatched]."

If cancellation possible: "I've processed the cancellation for you. The refund will be initiated to your original payment method and should reflect in your account within [timeframe]. You'll receive a cancellation confirmation via SMS shortly."

If cancellation not possible: "I'm sorry, but since your order has already been dispatched, we cannot cancel it at this stage. However, you can refuse the delivery when it arrives, or you can return the item after receiving it using our easy return process. Would you like me to explain the return process?"

3. Payments & Billing Issues

Payment Failure but Amount Deducted

Agent: "I understand your concern about the deducted amount. Let me check this for you."

[After checking]

Agent: "I can see that there was a transaction on [date] for [amount], but it appears that the payment was not successful on our end, although it was debited from your account. This is typically a temporary hold that your bank places and should be automatically reversed within 5-7 business days. Would you like me to send you a confirmation email about this transaction for your records?"

Discount Code Application

Agent: "I'll help you apply that discount code. Please allow me a moment to check the code's validity and conditions."

[After checking]

Agent: "The discount code [code] is valid until [date] and applies to [conditions - e.g., minimum purchase amount, specific categories]. For your current cart with [items], the code [will apply/won't apply because of specific reason]. Would you like me to help you find another applicable discount code or proceed with placing the order?"

4. Product Queries

Product Availability

Agent: "Let me check the availability of [product] for you."

[After checking]

Agent: "The [product] is currently [in stock/out of stock] in [size/color]. [If in stock: "Would you like me to help you place an order for this item?"] [If out of stock: "Would you like me to check if it's available in any of our physical stores near you, or would you prefer to be notified when it's back in stock online?"]

Size/Fit/Material Questions

Agent: "Regarding your question about the [product], [provide specific information about size/fit/material]. For size guidance, we typically recommend [sizing advice based on the specific product]. Would you like me to check if we have this item in a different size or color?"

5. Account & Login Issues

Password Reset

Agent: "I'll help you reset your password. I'll send a password reset link to your registered email address. Once you receive it, please click on the link and follow the instructions to set a new password. The link will be valid for 24 hours. Is there anything else you need assistance with?"

Update Contact Information

Agent: "I'd be happy to update your contact information. For security purposes, I'll send a verification code to your current registered mobile number/email address. Once verified, we can update your information."

[After verification]

Agent: "Thank you for verifying. I've updated your [contact information] to [new details]. You'll receive a confirmation of this change shortly. Is there anything else you'd like to update on your account?"

6. Offers & Promotions

Promo Code Not Working

Agent: "I understand you're having trouble with the promo code. Let me check the details of this promotion."

[After checking]

Agent: "The promo code [code] is valid from [start date] to [end date] and is applicable on [specific conditions]. Based on your current selection, the code [isn't working because specific reason]. I can suggest an alternative promo code that would work for your purchase. Would that be helpful?"

Loyalty Points Inquiry

Agent: "Let me check your loyalty point balance for you."

[After checking]

Agent: "You currently have [number] loyalty points, which is equivalent to [value] that you can redeem on your next purchase. These points are valid until [expiry date]. Would you like me to explain how to redeem these points on your next purchase?"

7. Technical Support

App/Website Issues

Agent: "I'm sorry to hear you're experiencing issues with our app/website. Let me guide you through some troubleshooting steps."

[Provide relevant troubleshooting]

Agent: "Have these steps resolved the issue? If not, I can escalate this to our technical team for further investigation. They'll need details about your device, operating system, and when exactly you're facing this issue. Would you like me to do that for you?"

8. Feedback & Complaints

Service Complaint

Agent: "I sincerely apologize for the negative experience you've had. Your feedback is extremely valuable to us. Could you please provide more details about the issue so that I can address it properly?"

[After listening]

Agent: "Thank you for sharing that with me. I understand how frustrating this situation must be. Here's what I'm going to do to resolve this issue: [outline specific steps]. I'll personally ensure this matter is addressed. Additionally, I'll be documenting this feedback to help improve our service. As a token of our apology, I'd like to offer [compensation - e.g., discount coupon, loyalty points]. Would that be acceptable?"

Call Closure (For All Calls)

Agent: "Is there anything else I can assist you with today?"

[If yes, address the additional query]

[If no]

Agent: "Thank you for contacting Lifestyle/Landmark Group customer support. We value your business and appreciate your patience. If you have any further questions, please don't hesitate to call us back or use our online chat support. Have a wonderful day!"

Escalation Procedure

When to Escalate:

- Customer specifically requests to speak to a supervisor/manager
- Issue remains unresolved after standard procedures
- Customer expresses significant dissatisfaction
- Complex issues beyond standard script scenarios

Escalation Script:

Agent: "I understand your concern, and I want to ensure it's addressed properly. I believe this matter would be best handled by my supervisor who has more authority to assist with your specific situation. Would you mind holding briefly while I transfer your call to them? I'll make sure to brief them about your situation so you won't need to repeat everything."

[Before transferring]

Agent: "Thank you for your patience. I'm transferring you to [Supervisor Name], who will further assist you with this matter. Please hold while I connect you."

Common Phrases for Difficult Situations

- "I understand your frustration, and I'm here to help resolve this issue."
- "I apologize for the inconvenience this has caused you."
- "Let me see what I can do to address this situation for you."

- "While I look into this further, may I ask a few more questions to better understand the situation?"
- "Thank you for your patience as we work through this together."
- "I appreciate you bringing this to our attention."
- "I want to make sure I fully understand your concern. To confirm, you're saying that..."

Important Notes for Agents

1. Always maintain a calm, professional tone, especially during difficult conversations.
2. Use active listening techniques and acknowledge the customer's concerns.
3. When in doubt about a policy or procedure, place the customer on a brief hold to consult with a supervisor rather than providing incorrect information.
4. Document all interactions thoroughly in the customer's account.
5. Follow up as promised - if you tell a customer you'll call back with information, make sure to do so within the committed timeframe.
6. Remember that every customer interaction represents the Lifestyle/Landmark Group brand.
7. Prioritize first-call resolution whenever possible.
8. Always offer alternatives when saying "no" to a customer request.
9. Personalize the conversation by using the customer's name.
10. End every call by confirming the customer has no other questions or concerns.

Here is the provided Lifestyle information formatted into a structured document format (without using tables):

Lifestyle/Landmark Group Knowledge Base

Company Information

Company Name: Lifestyle

Parent Group: Landmark Group

Tagline: "Your Style, Your Story."

Customer Support Description: Lifestyle, part of the Landmark Group, is committed to providing excellent customer support for all your fashion and lifestyle needs. Our team is here to help with orders, returns, product information, and more.

Contact Information:

- Customer Support Phone: 1800-123-1555
- Customer Support Email: help@lifestylestores.com

- Chat Support Hours: 9 AM - 9 PM IST, 7 days a week
- Corporate Office: 080 4179 6565 (Closes 5:00 PM Weekdays, Opens 9:00 AM Thursday)

Return Policy

Apparel

- **Condition:** Unused, unwashed, with all original tags and packaging
- **Return Window:** 30 days from delivery
- **Exceptions:** Innerwear, lingerie, socks are non-returnable

Footwear

- **Condition:** Unused, in original box, with all tags
- **Return Window:** 30 days from delivery

Beauty & Cosmetics

- **Condition:** Unopened, seal intact
- **Return Window:** 15 days from delivery
- **Exceptions:** Opened or used items are non-returnable

Damaged or Defective Items

- **Process:** Report within 48 hours of delivery with photographic evidence
- **Resolution:** Lifestyle will arrange a pickup and offer a replacement or refund

Refund Policy

Refund Timelines by Payment Method

- **Credit/Debit Card:** 5-7 bank working days after processing
- **Net Banking:** 2-4 bank working days after processing
- **UPI/Wallets:** 24-48 hours after processing
- **Lifestyle Wallet/Store Credit:** Instantly after processing

COD Refunds

- **Process:** Refunds for COD orders are typically processed via NEFT to customer's bank account (details will be requested) or to Lifestyle Wallet

Store Locations (Bengaluru)

Lifestyle Stores - Phoenix Marketcity Whitefield

- **Address:** Phoenix Marketcity Whitefield, Main Road, Bengaluru, Karnataka
- **Pincode:** 560048
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping
- **Rating:** 4.1 (1,735 reviews)

Lifestyle Stores - Gopalan Signature Mall

- **Address:** Gopalan Signature Mall, Old Madras Rd, Bengaluru, Karnataka
- **Pincode:** 560038
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping, In-store pick-up
- **Rating:** 4.1 (3,086 reviews)

Lifestyle Stores - Oasis Centre

- **Address:** Oasis Centre 100 Ft Road, Intermediate Ring Rd, Bengaluru, Karnataka
- **Pincode:** 560047
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping, In-store pick-up
- **Rating:** 4.2 (13,103 reviews)

Lifestyle Stores - Adarsh Opus

- **Address:** W 76, Door 1, Adarsh Opus, Campbell Rd, Bengaluru, Karnataka
- **Pincode:** 560047
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping, In-store pick-up
- **Rating:** 4.1 (6,709 reviews)

Lifestyle Stores - Prestige Forum Shanti Niketan

- **Address:** Prestige Forum Shanti Niketan, No 77/2A & 77/2B, near Whitefield Main Road, Bengaluru, Karnataka
- **Pincode:** 560048
- **Phone:** 1800 123 1555

- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping
- **Rating:** 4.1 (686 reviews)

Lifestyle Stores - Mantri Mall

- **Address:** NO 1, Mantri Mall, 9, Sampige Rd, near Shiv Sagar, Bengaluru, Karnataka
- **Pincode:** 560003
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping
- **Rating:** 4.1 (3,960 reviews)

Lifestyle Stores - Vega Mall

- **Address:** Survey No 75, Vega Mall Begur, Bannerghatta Rd, Bengaluru, Karnataka
- **Pincode:** 560076
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping, In-store pick-up
- **Rating:** 4.2 (4,245 reviews)

Lifestyle Stores - Neeladri Rd

- **Address:** Survey No 152/4, 2, Neeladri Rd, beside Cloud 9 Hospital, Bengaluru, Karnataka
- **Pincode:** 560100
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping
- **Rating:** 4.1 (855 reviews)

Lifestyle Stores - RMZ Galleria

- **Address:** Survey No 144, RMZ Galleria, Bellary Rd, Bengaluru, Karnataka
- **Pincode:** 560064
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping
- **Rating:** 3.6 (169 reviews)

Lifestyle - Yemalur Main Rd

- **Address:** 77 Town Center, 3, Yemalur Main Rd, Bengaluru, Karnataka

- **Pincode:** 560037
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** Not specified
- **Rating:** No reviews

Lifestyle International Pvt Ltd - Corporate Office

- **Address:** DivyaSree 77 Town Centre, Building No 3 West Wing, Off, HAL Airport Rd, Bengaluru, Karnataka
- **Pincode:** 560037
- **Phone:** 080 4179 6565
- **Hours:** Closes 5:00 PM (Weekdays), Opens 9:00 AM Thu
- **Services:** Corporate Office
- **Rating:** 4.3 (312 reviews)

Lifestyle Stores - Byatarayanapura

- **Address:** 239/240, 3HCR/244, Byatarayanapura, Bellary Rd, near Mall of Asia, Bengaluru, Karnataka
- **Pincode:** 560092
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping
- **Rating:** 3.0 (48 reviews)

Lifestyle Stores - Forum Falcon City

- **Address:** No 31, UGF, 1st & 2nd Floor, Metro Station, Forum Falcon City, next to Konanakunte, Bengaluru, Karnataka
- **Pincode:** 560078
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** Delivery
- **Rating:** 2.6 (51 reviews)

Lifestyle Stores - Veerasandra Industrial Area

- **Address:** Plot No 1, Veerasandra industrial Area, Hosur Rd, next to Audi Showroom, Bengaluru, Karnataka
- **Pincode:** 560100
- **Phone:** 1800 123 1555
- **Hours:** Closes 9:30 PM
- **Services:** In-store shopping

- **Rating:** 3.6 (15 reviews)

Frequently Asked Questions (FAQs)

Orders

How do I track my order?

Once your order is dispatched, you will receive an SMS and email with a tracking link. You can also find the tracking information in the 'My Orders' section of our app or website.

Can I change my delivery address after placing an order?

You can change the delivery address if your order has not yet been dispatched. Please contact customer support or try updating it in the 'My Orders' section. Once dispatched, address changes are not possible.

What if I miss my delivery?

Our delivery partner will usually attempt delivery 2-3 times. If you miss all attempts, the order may be returned to us. Please contact customer support if you anticipate missing your delivery.

Returns & Refunds

How long does it take to get a refund?

Once your returned item is received and inspected at our warehouse (usually within 2-3 days of pickup), the refund is processed within 5-7 business days to your original payment method. Bank processing times may vary.

What items cannot be returned?

For hygiene reasons, items like innerwear, socks, cosmetics (if the seal is broken), and earrings cannot be returned. Some other items may also be non-returnable; please check the product page for specific details.

Payments

My payment failed but money was deducted. What should I do?

This usually happens if there's a temporary issue with the payment gateway or your bank. The deducted amount is typically auto-refunded by your bank within 5-7 business days. If it's not, please contact us with your transaction details.

What payment methods do you accept?

We accept all major credit/debit cards, Net Banking, UPI, and popular mobile wallets. Cash on Delivery (COD) is available for most locations on eligible orders.

Account

How do I reset my password?

You can click on the 'Forgot Password' link on the login page. A password reset link will be sent to your registered email address.

Product Categories

Men's Fashion

- Shirts
- T-Shirts
- Jeans
- Trousers
- Ethnic Wear
- Footwear
- Watches
- Accessories

Women's Fashion

- Dresses
- Tops & Tunics
- Kurtis & Kurtas
- Sarees
- Jeans & Jeggings
- Handbags
- Footwear
- Jewellery

Kids' Fashion

- Boys Clothing
- Girls Clothing
- Infant Wear
- Kids Footwear
- Toys

Beauty & Grooming

- Makeup
- Skincare
- Haircare
- Fragrances
- Men's Grooming

Home Decor

- Bed Linen
- Cushions & Covers
- Curtains
- Wall Decor
- Lighting

Popular Brands

- Allen Solly
- Van Heusen
- Louis Philippe
- Forca
- Ginger by Lifestyle
- Melange by Lifestyle
- Code by Lifestyle
- Fame Forever by Lifestyle
- Nike
- Adidas
- Puma
- Levis
- Pepe Jeans
- Biba
- W for Woman
- Lakme
- Maybelline
- Colorbar

Troubleshooting

App Issues

1. Ensure your app is updated to the latest version from the App Store or Play Store.
2. Try clearing the app cache and data from your phone's settings.
3. Check your internet connection (Wi-Fi or mobile data).
4. Restart your device.
5. If the problem persists, try reinstalling the app.

Website Issues

1. Try clearing your browser's cache and cookies.
2. Ensure your browser is updated to the latest version.

3. Try accessing the website in an incognito or private browsing window.
4. Check your internet connection.
5. Try using a different browser to see if the issue is browser-specific.

Promotional Offers

Standard Disclaimer:

All offers are subject to terms and conditions. Minimum purchase value, brand exclusions, or category restrictions may apply. Offers cannot be combined unless specified. Lifestyle reserves the right to modify or withdraw offers at any time.

Loyalty Program: Landmark Rewards

- **Enrollment:** Customers are automatically enrolled upon their first purchase or by signing up on the Lifestyle app/website.
- **Earning Points:** Earn points on every purchase at Lifestyle and other Landmark Group stores.
- **Redemption:** Points can be redeemed at checkout on future purchases. 1 point usually equals Re. 1, but this may vary during special promotions.
- **Expiry:** Points typically expire 12-24 months from the date of earning, subject to program terms.
- **Benefits:** Exclusive offers, early access to sales, birthday bonuses, and more for reward members.

Escalation Paths

1. **LISA (Tier 1)** - General Support
2. **Customer Care Expert (Tier 2)** - Human Agent
3. **Support Supervisor (Tier 3)** - Supervisor

Common Customer Queries and Responses

Order Status Queries

Query: "Where is my order?"

Response: "I'll be happy to check that for you. Could you please provide your order number or the mobile number associated with your account?"

Query: "My order is delayed."

Response: "I apologize for the delay with your order. Let me check the current status for you. Could you please share your order number?"

Return and Refund Queries

Query: "How do I return my purchase?"

Response: "You can initiate a return through our app or website within 30 days of delivery for most items. Go to 'My Orders,' select the order, choose 'Return' and follow the instructions.

Alternatively, I can help you initiate the return now if you provide your order details."

Query: "My refund is pending."

Response: "I understand your concern about the pending refund. Refunds typically take 5-7 business days after we receive and inspect your returned item. Could you please share your order number so I can check the status for you?"

Payment Issues

Query: "Payment deducted but order not confirmed."

Response: "I'm sorry to hear about this issue. Sometimes there's a temporary delay between payment processing and order confirmation. If the amount was deducted but you didn't receive an order confirmation, the amount should be automatically refunded within 5-7 business days. Would you like me to check if we have any record of your transaction?"

Product and Stock Queries

Query: "Is this item in stock?"

Response: "I'd be happy to check the stock availability for you. Could you please share the product name or item code you're interested in?"

Query: "When will out-of-stock items be restocked?"

Response: "While we don't have an exact restock date for specific items, you can use the 'Notify Me' feature on our website or app for that product. You'll receive an email when the item is back in stock."

Promotional and Discount Queries

Query: "Can I use multiple discount codes?"

Response: "Unfortunately, our system only allows the use of one discount code per order. I'd recommend using the code that gives you the highest discount value."

Query: "My promo code isn't working."

Response: "I'm sorry to hear that. Promo codes may have specific conditions such as minimum purchase amounts or category restrictions. Could you please share which promo code you're trying to use so I can check its specific terms and validity?"

Account-Related Queries

Query: "I can't log in to my account."

Response: "I'm sorry you're having trouble logging in. Let's troubleshoot this together. First, please make sure you're using the correct email address or mobile number. If you're certain, you can try resetting your password using the 'Forgot Password' option on the login page."

Query: "How do I update my contact information?"

Response: "You can update your contact information by logging into your account, going to 'My Profile,' and selecting 'Edit Profile.' Make your changes and save them. If you're having any difficulties, I'd be happy to guide you through the process."

Loyalty Program Queries

Query: "How many reward points do I have?"

Response: "I'd be happy to check your Landmark Rewards points balance for you. Could you please provide your registered mobile number or email address?"

Query: "How do I redeem my points?"

Response: "You can redeem your Landmark Rewards points during checkout on our website or app. In the payment section, you'll see an option to use your available points. You can also redeem them in-store by providing your registered mobile number at checkout."