

| SR NO | HYPOTHETICAL RESPONSE  | CANNED RESPONSE  |
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| 1     | "Hi, I just joined Zepto and need some help."  | "Hello, and welcome to Zepto! We're committed to..."   |
| 2     | "Is this the Zepto customer service chat?"   | "Hello! Welcome to Zepto. I am here to assist you..."  |
| 3     | "I need support with my recent order."   | "Thank you for reaching out to Zepto's chat support..."  |
| 4     | "Welcome to Zepto! I am here to assist you and..."   | "Welcome to Zepto! I am here to assist you and..."   |
| 5     | "I'm not satisfied with how my last issue was resolved."   | "I see that you are unhappy with the resolution..."  |
| 6     | "I received a notification that my order was delivered, but I haven't received it."  | "Hello. This is [Your Name], I am a support executive..."  |
| 7     | "I think I need to speak with a manager about my ongoing issue."   | "Hi [Customer Name], I am [Your Name] one of the managers..."  |
| 8     | "I'm contacting again because my previous issue wasn't resolved."  | "I request you to give me 2 - 3 minutes while I look into your issue..."   |
| 9     | "I'm really frustrated with the service I received."   | "I am so sorry about this. Let me quickly have a look at your issue..."  |
| 10    | "I'm upset because my issue was not addressed properly last time."   | "I am so sorry about this experience. I can only imagine..."   |
| 11    | "I haven't received my refund yet, and I'm getting worried."   | "I am sorry for this inconvenience that you are facing..."   |
| 12    | "I'm not happy with the quality of the product I received."<br>"Why was my delivery delayed without any prior notice?"                               | "I am really sorry to know that, let me assure you..."   |
| 13    |  | "Our sincere apologies for the unpleasant experience..."   |
| 14    | "I tried to make a payment, but it failed and I'm not sure what happened."   | "I am so sorry about this confusion. I assure you..."  |
| 15    | "Several items in my order were damaged. What should I do?"  | "I can see that multiple quantities of the same item were affected..."   |
| 16    | "I've been waiting a while after explaining my issue. Can you help?"   | "Thank you for your patience. As I understand..."  |
| 17    | "I received a damaged product. How do I proceed with a complaint?"   | "Request you to share a few clear images of the issue..."  |
| 18    | "The packaging of my product was torn when it arrived."<br>"I think the product I received is almost expired. What should I do?"                     | "Request you to share a few clear images of the packaged item..."  |
| 19    |  | "Request you to share a few clear images of the expired or near-expired item..."   |
| 20    | "I'm having trouble with the app. It's not showing my order correctly."  | "Request you to share a screenshot of the issue in the app..."   |
| 21    | "I sent an image of the issue, but I'm not sure if it was clear."  | "Request you to resend a clearer image as the current one is unclear..."   |
| 22    | "Here are the photos of the damaged item I received."  | "Thank you for sending these images. When I look at them..."   |
| 23    | "I've sent the pictures, but the damage might not be very obvious."  | "Thank you for sending these images. Since the damage isn't clearly visible..."  |
| 24    | "I've attached an image of the product issue, is this okay?"   | "I can see that this image has a watermark on it..."   |
| 25    | "I'm resending the images of the product issue as requested."  | "I can see in the previous chats with you that these images were already shared..."  |
| 26    | "I've sent the images you asked for regarding the product issue."  | "Thank you for sharing the relevant images. I am now going through them..."  |
| 27    | "Several items in my order were incorrect. Can you confirm how many?"  | "I can see that (mention specific quantity & product) are impacted..."   |
| 28    | "I received multiple wrong items in my order. What images do you need?"<br>"I just realized that an item is missing from my delivery. Can you help?" | "Request you to share clear images of all the impacted items..."   |
| 29    |  | "I am so sorry to know that [Name of the missing item] was not delivered..."   |
| 30    | "I received some fruits, and they're stale and inedible. What should I do?"  | "I am sorry to know about the bad quality product you received..."   |
| 31    | "I've just noticed that one of the products I received is expired."  | "I am so sorry to know about the expired and unusable product you received..."   |
| 32    | "I'm really unhappy with the service I've received lately."  | "We are sorry about this experience, [customer name]..."   |
| 33    | "My last few orders have had several issues. It's getting frustrating."  | "I understand that this must have been rather disappointing..."  |
| 34    | "Here are the pictures of the damaged items as you requested."   | "Thank you for the images. Please allow me two minutes to look into this..."   |
| 35    | "The delivery person was very rude. Can you look into this?"   | "I need to have this checked with the Delivery Partner. Kindly hold on..."   |
| 36    | "My order was handled poorly. I'd like to know what you're doing about this."  | "We have initiated the communication with the Delivery Partner..."   |
| 37    | "It's been a while. Do you have any update on my issue?"   | "Thank you for your patience, [customer name]. I am still working on your issue..."  |
| 38    | "I've been on hold for quite some time. Any progress?"   | "Thank you for your patience, [customer name]."  |
| 39    | "This is taking longer than I expected. Is everything okay?"   | "Sorry, it took us this long. Thank you for waiting..."  |
| 40    | "I wanted a coupon, but I got wallet credit. Why can't I get a coupon instead?"  | "I assure you that the amount added to your Zepto wallet can be used just like cash on your next purchase..."  |
| 41    | "The product I received has some issues. Can I get a replacement instead of a refund?"   | "It is only fair that you expect a replacement for [product]. Let me arrange that for you right away..."   |
| 42    | "I'm not happy with the quality of my product. Is it possible to get a replacement?"   | "You are right to want a replacement for the product. I will initiate this for you immediately..."   |
| 43    | "I just noticed that some products are missing from my order. Can you help?"   | "You are right. These products should have been in your order. Let me correct that..."   |
| 44    | "My order arrived but it's missing several items. What happened?"  | "These products should have been delivered along with your order. Let me check what went wrong..."   |
| 45    | "I accidentally ordered the wrong product. Is there any way to correct this?"  | "I understand that the product was ordered by mistake. Let's see what can be done about this.."  |
| 46    | "I ordered the wrong item by mistake. Can I exchange it?"  | "It was an error and I understand that. However, we can't exchange it due to our policy..."  |
| 47    | "You sent me the wrong product. Can I exchange it for the right one?"<br>"I've changed my mind about an order. Can I still cancel it?"               | "You are right to want an exchange for the incorrect product. Let me arrange that for you..."  |
| 48    |  | "Ideally, once an order is confirmed by us, it cannot be cancelled. But let me see what I can do."   |
| 49    | "I haven't received my order yet. Is there a problem with the delivery address?"   | "I am so sorry for this delay, [customer name]. Can you confirm if this is the correct address?"   |
| 50    | "I didn't get my order, but the app shows it was delivered."<br>"My order was marked as delivered, but I can't find it anywhere."                    | "This really should not have happened. Ideally, the delivery person should confirm before leaving the package..."  |
| 51    |  | "I apologise for this experience, [customer name]. Can you check with your neighbors or the security guard?"   |
| 52    | "My order is marked as delivered, but I didn't receive anything."  | "I have spoken with the delivery hub and the rider claims to have delivered the order. Let me investigate further..."                                    |
| 53    | "I paid online but never received my order. What happens now?"   | "I have spoken with the delivery hub and the rider claims to have delivered the order. Since it's an online payment, we will initiate a refund..."       |
| 54    | "I chose COD and my order is lost. Can I get a refund?"  | "I have spoken with the delivery hub and the rider claims to have delivered the order. Unfortunately, as it's a COD payment, we can't offer a refund..." |
| 55    | "I didn't receive my order but it was paid for. How will you resolve this?"  | "I have spoken with the delivery hub and the rider claims to have delivered the order. We will initiate a refund in your Zepto wallet..."                |

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| 56  | "My COD order is missing. What if it's not found?"  | "I have spoken with the delivery hub and the rider claims to have delivered the order. In case of any discrepancy, we will initiate a refund..."               |
| 57  | "I paid for my order but it was never delivered. Can I get a refund?"                           | "I have spoken with the delivery hub and the rider claims to have delivered the order. We will initiate a refund..."   |
| 58  | "My order is marked as delivered, but I still haven't received it. What should I do?"           | "I understand how upsetting this is for you. I will take this up with the delivery team right away..."   |
| 59  | "This is my second contact regarding the missing order. Can you please check on it?"            | "I am extremely sorry that the order has not yet been delivered to you. Let me check what happened..."   |
| 60  | "Since my order was never delivered, I'd like a refund. How long will it take?"                 | : "I have initiated a refund of ₹ ____ against the missing items in your order..."   |
| 61  | "It's been a few days since my refund was initiated. When will I get it?"                       | "I can see that a refund for ₹ ____ was processed recently. It should reflect in your account soon..."   |
| 62  | "I haven't received my refund yet. It's been more than 3 days."                                 | "I can see that a refund for ₹ ____ was processed. It should reflect in your account within 7-10 business days..."   |
| 63  | "I was promised a refund last time, but it seems it wasn't processed."                          | "I am extremely sorry. It looks like the previous agent missed processing your refund. Let me do that right away..."   |
| 64  | "I ordered cold items, but they arrived warm. This isn't acceptable."                           | "Thank you for bringing this to our notice. The products should have been delivered cold. We will look into it..."   |
| 65  | "The ice cream I ordered arrived melted. Can you explain why?"                                  | "I understand. While we would love to have it delivered cold, sometimes due to unforeseen circumstances, it might not happen..."                               |
| 66  | "This is the third time my cold items have arrived warm. What are you going to do about it?"    | "I hope you understand and agree that the corrective action taken is fair and in line with our policies..."  |
| 67  | "I want to escalate this issue. My cold items were not delivered properly."                     | "I understand where you are coming from, however, as per our policy, we cannot replace items not delivered cold..."  |
| 68  | "Can I add more items to my order that I just placed?"  | "I'm afraid the order once placed cannot be edited. However, you can place a new order for the additional items..."  |
| 69  | "I tried using a coupon, but it says it's expired. Can you extend it?"                          | "As I can see, this coupon was valid till [date]. Unfortunately, it cannot be used now as the validity has expired..."   |
| 70  | "I had a coupon on my cancelled order. Can I use it for a new order?"                           | "The coupon was applied to your previous order, which was cancelled. Hence, it cannot be used again..."  |
| 71  | "I had a coupon applied to an order that was returned. Can I use it again?"                     | "The coupon was applied to your previous order, which was returned to origin (RTOed). Unfortunately, it cannot be reused..."                                   |
| 72  | "Why can't I reuse my coupon for an order that wasn't delivered to me?"                         | "I understand what you are saying. However, I have to inform you that once an order with a coupon is RTOed, the coupon becomes invalid..."                     |
| 73  | "I'm trying to use a coupon, but it's not working. Can you help?"                               | "Don't worry. I will look into this for you. Please share the coupon code..."  |
| 74  | "I have items in my cart, but my coupon code isn't working. Why?"                               | "I can see products in the cart on which the coupon code does not apply as per its terms and conditions..."  |
| 75  | "I'm interested in working at Zepto. Where can I find job openings?"                            | "We thank you for your interest in a career with Zepto. Please visit our careers page for more information..."   |
| 76  | "I own a business and am interested in partnering with Zepto. Who can I contact?"               | "Thank you for your interest in Zepto. We request you to drop us an email with your proposal..."   |
| 77  | "The item I want to order is showing as out of stock. When will it be available?"               | "We regret to know the product you were trying to order is out of stock. We're working to restock it soon..."  |
| 78  | "Can you tell me more about Zepto and how it works?"  | "Zepto is an online platform that enables ordering and delivery of products quickly. For more info, visit our website..."                                      |
| 79  | "I'm interested in career opportunities at Zepto. Where can I find more information?"           | "We thank you for your interest in a career with Zepto. Please visit our careers page for current openings..."   |
| 80  | "I want to order from Zepto. How can I find out if you deliver to my location?"                 | "Request you to check the link: <a href="https://www.zepto.com">https://www.zepto.com</a> for the areas we service. Let us know if you have more questions..." |
| 81  | "What are the operating hours for Zepto? When can I place an order?"                            | "We are open for delivery from 6 am to 1 am and you can place orders anytime during these hours..."  |
| 82  | "I'm trying to place an order, but it seems like you're not accepting any. Why?"                | "I apologize for the inconvenience caused. Due to operational challenges, we are not taking orders currently..."   |
| 83  | "I usually pay with COD, but now it's not available. What's the reason?"                        | "I apologize for the inconvenience caused. The COD option has been temporarily blocked for your account..."  |
| 84  | "I don't understand why COD has been blocked on my account. Can you explain?"                   | "I understand that it is inconvenient and I am here to help. Your account's COD option was blocked due to previous issues..."                                  |
| 85  | "I can't make online payments. Can you make an exception and unblock COD for me?"               | "Since you do not have any online banking option available, as a one-time exception, we can unblock COD for your account..."                                   |
| 86  | "I've resolved the issues that led to COD being blocked on my account. Can you unblock it now?" | "As a one-time exception, we will go ahead and unblock the COD option for you..."  |
| 87  | "The item I want to purchase is showing as unavailable. When will it be back in stock?"         | "I am sorry that the product you wished to order is currently unavailable. We're working to restock it as soon as possible..."                                 |
| 88  | "Thanks for resolving my issue. Can I ask anything else?"                                       | "I hope I was able to address your concern and provide a satisfactory resolution. Is there anything else I can help with?"                                     |
| 89  | "I appreciate your help. Just wanted to confirm if my issue is fully resolved?"                 | "I hope I was able to address your concern and provide the necessary resolution. Please feel free to reach out if you have more questions..."                  |
| 90  | "Thanks for addressing my issue. Is there anything else I should know?"                         | "I hope I was able to address your concern to your satisfaction. Let me know if there's anything else I can do..."   |
| 91  | "I just wanted to make sure that my issue was taken care of."                                   | "I hope this addresses your concern."  |
| 92  | "That clears up my question. Thanks!"   | "I hope this answers your question."   |
| 93  | "You've been really helpful. Is there anything else I should be aware of?"                      | "Is there anything else I may assist you with?"  |
| 94  | "Thanks for your help today!"   | "Thank you for contacting Zepto. We hope to see you again soon!"   |
| 95  | "You've been great. Thanks for your patience with my issue."                                    | "Thank you for choosing Zepto and thank you for your patience."  |
| 96  | "That's all for now. Thanks for your assistance."   | "Thank you for contacting Zepto. Stay safe and take care!"   |
| 97  | "Why was I charged a small cart fee on my order?"   | "Small cart fee is a nominal charge for rendering service on orders below a certain amount."   |
| 98  | "Can you explain why there's a delivery fee on my order?"                                       | "The delivery fee is levied based on the location and the time of delivery."   |
| 99  | "I noticed a surge fee on my order. Can you explain why this was added?"                        | "A surge fee is applied during instances of existing high demand to ensure our service remains reliable."  |
| 100 | "Why is there a rain fee added to my delivery cost?"  | "Our rider partners go the extra mile to ensure your delivery is smooth, especially during the rain. Hence, a rain fee is applied."                            |
| 101 | "I see a convenience fee on my bill. What is this for?"   | "The convenience fee is a charge levied for providing delivery services at your doorstep."   |
| 102 | "Can you tell me more about the packaging fee on my order?"                                     | "The packaging fee is a charge which is essential for maintaining the quality and safety of your products."  |
| 103 | "I'm curious about the handling charge on my receipt. What does it cover?"                      | "Handling Charge is levied to ensure the products are delivered to you in the best condition."   |
| 104 | "I saw an extreme weather fee on my order. Why is this charged?"                                | "Our riders are going the extra mile to deliver your order safely in extreme weather, hence the fee."  |
| 105 | "I want to understand the various fees on my order. Can you clarify?"                           | "These charges and the reason for these charges are mentioned in our terms and conditions."  |
| 106 | "I missed my delivery. What should I do now?"   | "Since you are unavailable at this moment, request you to contact us once you are available."  |
| 107 | "I wasn't there to receive my order and I paid online. Can I get a refund?"                     | "Looks like you are currently unavailable. Since you paid online, we will refund the amount to your source."   |
| 108 | "I wasn't home for my delivery and I paid online. Can the refund go to my wallet?"              | "Looks like you are currently unavailable. Since you paid online, we will refund the amount to your wallet."   |
| 109 | "I missed my COD delivery. How can I get my order now?"   | "Looks like you are currently unavailable. Since it was a COD payment, we cannot process a refund."  |
| 110 | "I wasn't able to pick up my order. What happens next?"   | "(Customer name), since we hadn't heard from you, we have initiated a refund as per our policy."   |
| 111 | "The milk I received is almost expired. Can I get a refund?"                                    | "I understand. However, as is mentioned on the product, the milk is near its expiry but still within the usable date."   |
| 112 | "I got milk that expires today. Shouldn't I get a refund for this?"                             | "I understand that the milk expires today. However, as per our policy, we cannot process a refund for near-expiry items."                                      |

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| 113 | "The milk I received is close to expiry. Can I get a refund for this?"                              | "I hope you agree that these products have a consumption window even near their expiry date. Hence, we can't process a refund."   |
| 114 | "I received spoiled milk. How do I get a refund?"   | "To be able to process the refund, we need to verify the issue. Could you please share images of the milk packet?"  |
| 115 | "The milk packet seems to be bad. Can you refund me?"   | "I understand where you are coming from. And I am willing to help. But I need images to proceed with the refund."   |
| 116 | "The milk I got today doesn't seem fresh. What should I do?"  | "I am happy to give you the resolution that you are looking for. Could you please provide images of the milk?"  |
| 117 | "I want a refund for the milk packet. It's not fresh."  | "I understand what you are saying. I am hoping you can provide images so that I can assist you better."   |
| 118 | "My Maggi packet arrived crushed. Can I get a refund?"  | "Thank you for reaching out to us. I would like to inform you that our refund policy does not cover crushed items like Maggi."  |
| 119 | "My order shows delivered but I didn't receive it. What can be done?"                               | "I am extremely sorry about this, [customer name]. We will investigate this and ensure such an issue doesn't recur."  |
| 120 | "I didn't get my order but it's marked as delivered. Can I get a refund?"                           | "[Customer name], we've checked with the rider and as per our policy, we cannot process a refund for delivered items."  |
| 121 | "I've been waiting for an update on my missing order. Any news?"                                    | "Thank you for your patience. As per the update from our delivery team, we cannot process a refund for this order."   |
| 122 | "I understand the situation with my delivery now. Thanks for clarifying."                           | "Thank you for your understanding. Once again I apologize for any inconvenience this might have caused."  |
| 123 | "I still haven't received my order. Can you check again?"   | "I understand. What I will do for you right away is escalate this to our delivery team and get back to you with an update."   |
| 124 | "I'm certain I didn't receive my order. What's the next step?"                                      | "I understand. I will ask the rider partner to confirm the delivery again. We appreciate your patience."  |
| 125 | "My order is missing, but it's marked as delivered. Can you help?"                                  | "I have spoken with the delivery hub and the rider claims to have delivered the order. I will further investigate this."  |
| 126 | "I'm sure I didn't get my order even though it says it was delivered. What can be done?"            | "I have spoken with the delivery hub and the rider claims to have delivered the order. I will further investigate and update you."  |
| 127 | "I want a refund for an order I placed over a week ago. Can you help?"                              | "I can see that this order was placed on [date] and as per our policy, we cannot process a refund for orders older than 7 days."  |
| 128 | "I'm not satisfied with a purchase from last week. Can I get a refund?"                             | "I completely understand your concern. However, as per our policy, we cannot issue refunds for orders older than 7 calendar days."  |
| 129 | "I'm receiving too many promotional messages from Zepto. Can you stop them?"                        | "Thank you for bringing this to our notice and requesting to stop promotional SMS. Your request will be processed."   |
| 130 | "I received the wrong items in my order. I'd like a refund."  | "[Customer name], we've thoroughly reviewed your order and confirmed that the right products were delivered. Hence, we cannot issue a refund."                                    |
| 131 | "The products I got are not what I expected. Can I return them for a refund?"                       | "As mentioned above, we have delivered the correct products as per your order. Therefore, we cannot process a refund."  |
| 132 | "The beauty product I ordered isn't as good as I thought. Can I return it?"                         | "I understand that the product received does not meet your expectations. However, as per our return policy, beauty products cannot be returned for this reason."                  |
| 133 | "The product I received isn't what I was expecting. Can I get a refund?"                            | "As mentioned above, we have delivered the correct products as per your order. Therefore, we cannot process a refund."  |
| 134 | "I think the product I received is expired. Can I get a refund?"                                    | "[Customer name], we've checked with the delivery team and confirmed that the product was not expired at the time of delivery. Therefore, a refund cannot be processed."          |
| 135 | "The product I received is almost expired. Is a refund possible?"                                   | "[Customer name], we've checked with the delivery team and confirmed that the product was near expiry but still within the usable date. Therefore, a refund cannot be processed." |
| 136 | "My ice cream arrived melted. Can I get a refund?"  | "Thank you for bringing this to our notice. However, given the nature of the product, we cannot process a refund for melted items."   |
| 137 | "The chocolate I ordered melted in transit. Can you refund it?"                                     | "I understand your concern. However, as a policy, we do not issue refunds for products that melt during delivery."  |
| 138 | "The packaging of the product I received is different. Can I get a refund?"                         | "I understand that the packaging looks different from what you expected. However, we assure you the product is genuine and as per your order, so we can't issue a refund."        |
| 139 | "Thanks for explaining the situation. Do you have any other information for me?"                    | "Thank you for contacting Zepto. We appreciate your understanding and are here to assist you with any further queries."   |
| 140 | "I bought an electronic item from Zepto and it's not working. Can you help?"                        | "This is a manufacturing defect and is covered under the manufacturer's warranty. Please contact the service centre for support."   |
| 141 | "I bought an electronic device from Zepto that stopped working. Can you fix it?"                    | "Though this product was bought from Zepto, please reach out to the manufacturer's service center as it is a warranty issue."   |
| 142 | "The electronic item I bought isn't functioning correctly. What should I do?"                       | "This could be a defect in the manufacturing. We recommend you to contact the service center of the brand for support."   |
| 143 | "The electronic product I purchased from Zepto is defective. Where should I go for help?"           | "Every brand has its own designated service center for warranty claims. Please reach out to them for assistance."   |
| 144 | "I've been waiting for a response from Zepto for a while now. Can someone help me?"                 | "Thank you for bringing this to our notice and apologies for the delayed response. How may I assist you now?"   |
| 145 | "I have a problem with an electronic item but don't have a ticket number. What should I do?"        | "Request you to contact the brand and get the Ticket Reference Number for the issue you are facing with the product."   |
| 146 | "I'm really frustrated with the service I've received. Can you help me?"                            | "I understand this is upsetting. I am here to help you. Please let me know what I can do to resolve your issue."  |
| 147 | "This is the second time I'm reporting this issue. I'm really angry now!"                           | "I am sorry that you are so upset, and I assure you that I am here to help. Let's find a solution together."  |
| 148 | "I'm extremely unhappy with your service! This is unacceptable!"                                    | "While we are here to support you and resolve your issue, we request you to maintain a respectful conversation."  |
| 149 | "This is ridiculous! I demand a resolution right now!"  | "I would request you to avoid using inappropriate language so that we can assist you effectively."  |
| 150 | "Your service is terrible! I need a solution immediately!"  | "Please refrain from using such inappropriate/abusive language. Let's focus on resolving your issue."   |
| 151 | "I don't care what you say! Fix my problem now!"  | "While we are here to support you and resolve your concerns, we cannot assist if the conversation continues to be abusive."   |
| 152 | "I'm a 'Blue-Coded' customer. Why can't I get a refund for my recent purchase?"                     | "Since your account is on hold, we will not be able to process any refunds at this moment."   |
| 153 | "My account is on hold, and I can't get through to support. What should I do?"                      | "The system may have detected some unusual activity on your account. For your security, we recommend contacting us via email."  |
| 154 | "The fruits and vegetables I received don't look like the ones in the picture. Can I get a refund?" | "I hope you understand that naturally grown products like fruits and vegetables vary in size and appearance. We cannot issue a refund for such reasons."                          |
| 155 | "The product I ordered isn't what I expected. Can I get a refund?"                                  | "I understand that the product does not meet your expectations. However, as per our policy, we cannot issue a refund for these reasons."  |
| 156 | "Part of my order is missing. Can I get a refund for the missing items?"                            | "[Customer name], we've thoroughly reviewed your order and confirmed that the correct quantity was delivered. Hence, we cannot issue a refund."                                   |
| 157 | "Some items in my order are not as described. Can you refund me?"                                   | "As mentioned above, we have delivered the correct items as per your order. Therefore, we cannot process a refund."   |
| 158 | "The product I received doesn't match the description. Can I return it for a refund?"               | "I understand that the product received is correct but does not match your expectations. As per our policy, we cannot issue a refund in this case."                               |
| 159 | : "I don't think the product is worth the price. Can I get a refund?"                               | "As mentioned above, we have delivered the correct items as per your order. Therefore, we cannot process a refund."   |
| 160 | "I'm not satisfied with the quality of the product for the price I paid. Can you refund me?"        | "I understand that the product received does not meet your expectations. However, as per our policy, we cannot issue a refund for this reason."                                   |
| 161 | "The product I received is not what I expected. Can I get a refund?"                                | : "As mentioned above, we have delivered the correct items as per your order. Therefore, we cannot process a refund."   |
| 162 | "I'm still not satisfied with the resolution. I want a refund."                                     | "I understand what you are saying. However, as per our policies, we cannot issue a refund in this case."  |
| 163 | "Thanks for your help. That's all for now."   | "Thank you for contacting Zepto. Have a pleasant day!"  |
| 164 | "The service was good. How can I provide feedback?"   | "We care about your experience! Your feedback would be greatly appreciated."  |
| 165 | "I would like to share my experience with the service I received today."                            | "Your feedback is important! We have designed a quick survey to understand your experience better."   |
| 166 | "I'd like to give feedback but don't have much time. Is it a long survey?"                          | "We understand that your time is valuable, so we have kept the survey short. We appreciate your feedback."  |
| 167 | "You resolved my issue. Is there a way I can rate this service?"                                    | "I hope I was able to address your concern and that you are satisfied with the resolution. Please feel free to take our quick survey."  |
| 168 | "Thanks for your assistance. How can I leave feedback about this experience?"                       | "I hope your concern was addressed to your satisfaction. Your feedback through our short survey would be highly valuable."  |
| 169 | "I received a call from Zepto after raising an issue. I appreciate the follow-up."                  | "Hello. I am _____ from Zepto Customer Care. Thanks for taking our call. We noticed you had an issue and wanted to know if it was resolved to your satisfaction."                 |
| 170 | "I got a call from Zepto asking if my issue was resolved. It was nice to see them check in."        | "Hello, this is _____ from Zepto Customer Support. We are calling to ensure that your concern has been resolved. Have you received the resolution you were looking for?"          |

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| 171 | "Your ads say 10-minute delivery, but my order is late. Why is that?"  | "The Estimated Time to Arrival (ETA) for each order is a guideline. While we strive for 10-minute deliveries, factors like traffic and demand can cause delays." |
| 172 | "My order is delayed and hasn't been dispatched yet. What's going on?"   | "We sincerely apologize for this delay. Due to unforeseen circumstances, your order is taking longer than expected."   |
| 173 | "I just wanted to know why my order hasn't been dispatched yet. It's getting late."                            | "We are sorry the delivery is delayed. We are striving to get it dispatched as soon as possible."  |
| 174 | "This is my second time contacting you about my delayed order. Any updates?"                                   | "We understand that you have reached us earlier regarding this delay. We are working on it and will update you as soon as possible."                             |
| 175 | "My order is taking too long. Can I just cancel it?"   | "I am sure you were looking forward to receiving your order. If you'd like, we can cancel the order for you."  |
| 176 | "If my order hasn't been dispatched yet, can I cancel it?"   | "Since the order has not yet been dispatched, I can help you with canceling it if you prefer."   |
| 178 | "Can you tell me exactly when my order will arrive? It's already late."  | "I am sorry. I wish I could give you a specific time for the delivery. We are doing our best to expedite it."  |
| 179 | "My order was dispatched but is still not here. Why is it delayed?"  | "We sincerely apologize for this delay. Due to unforeseen circumstances, your order is taking longer than expected."   |
| 180 | My order has been dispatched but hasn't arrived yet. Any reason for the delay?"                                | "We are sorry the delivery is delayed. We are striving to get it to you as soon as possible."  |
| 181 | "This is the second time I'm reaching out about my order delay. What's happening?"                             | "We understand that you have reached us earlier regarding this delay. We are working on it and will update you as soon as possible."                             |
| 182 | "My order is late even after dispatch. Can I cancel it now?"   | "I am sure you were looking forward to receiving your order. If you'd like, we can cancel the order for you."  |
| 183 | "I'm waiting for my order that's been delayed after dispatch. When will it arrive?"                            | "I am sorry. I wish I could give you a specific time for the delivery. We are doing our best to expedite it."  |
| 184 | "My order is too delayed, and I can't wait any longer. Can you cancel it?"                                     | "I understand how upsetting this must be for you. We will cancel the order as requested. I apologize for any inconvenience caused."                              |
| 185 | "Thanks for your help with my issue. I hope I won't have any more problems."                                   | "I am glad I was able to assist you today. If you have any more questions or need further assistance, feel free to reach out."                                   |
| 186 | "You've resolved my issue. Thanks! How can I contact you in the future if needed?"                             | "I'm happy I could resolve your concerns. If you have any further questions, please don't hesitate to contact us."   |
| 187 | "You've been really helpful with my problem. Thanks for your support."   | "Thank you for trusting us to resolve your concerns. We are here to help, should you need any assistance in the future."   |
| 188 | "I appreciate the resolution provided. Will keep in mind if I need more help."                                 | "Thank you for giving us this opportunity to resolve your concerns. Please feel free to reach out if anything else comes up."                                    |
| 189 | "I'm not happy with the service I've received. Can you assure me this will be resolved?"                       | "I apologize for the inconvenience this has caused. We are here to help and will do everything we can to resolve your issue."                                    |
| 190 | "I've had some issues with my recent experience at Zepto. Can you help?"                                       | "I'm sorry to hear about the difficulties you've faced. We are committed to resolving your issue as quickly as possible."  |
| 191 | "This situation has been quite inconvenient for me. How will Zepto handle this?"                               | "I want to apologize for the inconvenience you've experienced. We're working to make sure your issue is resolved promptly."                                      |
| 192 | "I'm upset with the current situation. What steps are you taking to fix this?"                                 | "I'm sorry to hear that you're feeling this way. Please know that we are doing our best to address your concern."  |
| 193 | "I'm not satisfied with how things have been handled. Can you assure me of a solution?"                        | "I empathize with your concerns. We'll do everything we can to resolve the issue to your satisfaction."  |
| 194 | "The issue I'm facing has caused a lot of inconvenience. Can you expedite the resolution?"                     | "I recognize the inconvenience this has caused and apologize. Rest assured, we are on top of it to get it resolved."   |
| 195 | "This issue has been quite problematic for me. How quickly can you resolve it?"                                | "I understand the impact this has had on you, and I'm truly sorry. We're working hard to correct the problem."   |
| 196 | "I'm very unhappy with the service. What are you doing to fix this?"   | "I can sense your discontent, and I apologize for any distress caused. We're focused on resolving your issue as quickly as possible."                            |
| 197 | "I've had a bad experience and need assistance. Can you help me?"  | "I'm sorry to hear that you've been experiencing difficulties. Our team is dedicated to finding a solution for you."   |
| 198 | "I've encountered a problem with my order, and it's quite frustrating. Can you help?"                          | "I'm sorry to hear about the issue you encountered. We understand your frustration and are here to help resolve it."   |
| 199 | "I've had a less than satisfactory experience with my latest order. What can be done?"                         | "I apologize for the inconvenience you've faced. We are working diligently to ensure a smooth experience for you."   |
| 200 | "I've faced an issue with my service. I hope it can be resolved quickly."                                      | "I'm sorry about this experience and I appreciate you bringing it to our attention. We're working to fix it right away."   |
| 201 | "I think there's a problem with how my situation was handled. Can you look into it?"                           | "Thank you for bringing this to our attention. Your feedback helps us improve. We're here to resolve any issue you're facing."                                   |
| 202 | "I had a very unpleasant experience. Can you assure me that it will be addressed?"                             | "I'm really sorry you had to go through that. It's important for us to address your concerns and provide a solution."  |
| 203 | "I'm really upset about the issue I've faced. What are you doing to fix this?"                                 | "I can understand how upsetting this must be for you. We are working to resolve the issue as quickly as possible."   |
| 204 | "I'm disappointed with the service I received. How will this be fixed?"  | "I can sense your disappointment, and I apologize. We're making every effort to rectify the situation."  |
| 205 | "I feel like my concerns are not being taken seriously. Can you assure me that they are?"                      | "Please be assured that your concerns are important to us and we are taking them seriously. We're working on a resolution."                                      |
| 206 | "I need some reassurance that my issue will be resolved. Can you provide that?"                                | "I want to assure you that we're committed to resolving your issue. Your satisfaction is our top priority."  |
| 207 | "I want to make sure my feedback is being heard and acted upon. Can you confirm that?"                         | "I want to reassure you that we value your feedback and are taking the necessary steps to address your concern."   |
| 208 | "It's been a while since I raised my issue. I hope it's being handled efficiently."                            | "We appreciate your patience and understanding. We are committed to resolving your concern as efficiently as possible."  |
| 209 | "I need to know that my issue is being actively addressed. Can you confirm this?"                              | : "I want to assure you that we're actively looking into your concern and are committed to finding a satisfactory resolution."                                   |
|     |  | "I want to assure you that we're taking immediate action to address your concern and prevent similar issues in the future."                                      |
| 210 | "Can you assure me that steps are being taken to not only resolve my issue but to prevent future occurrences?" |  |
| 211 | "I just want to be reassured that my issue is being given the attention it needs. Can you do that?"            | "Rest assured, we are on top of this and are taking all necessary steps to ensure a resolution is found promptly."   |
| 212 | "I'm disappointed with the recent service I received. Can you assure me of improvements?"                      | "I can see why you might be disappointed, and I apologize. We're taking your feedback seriously and working on improvements."                                    |
| 213 | "This situation has been really inconvenient for me. How are you addressing it?"                               | "I understand that this situation has caused you inconvenience, and I'm truly sorry. We're working on a resolution."   |
| 214 | "I feel let down by the service. Will my feedback lead to any changes?"  | "I'm sorry that we've fallen short of your expectations. We value your feedback and are committed to doing better."  |
| 215 | "I've had a really tough time with my recent orders. Can you help sort this out?"                              | "It sounds like you've been through a lot, and for that, I'm truly sorry. We're here to make things right."  |
| 216 | "I'm frustrated with how things have been handled. What guarantees do I have that this won't recur?"           | "I understand that this situation may have been frustrating for you. We are taking steps to ensure it doesn't happen again."                                     |
| 217 | "I'm quite disappointed with my latest experience. How will you improve this?"                                 | "I apologize for any disappointment you've encountered. We're committed to ensuring a better experience for you going forward."                                  |
| 218 | "This issue has really affected me. What are you doing to fix it?"   | "I can understand how this situation has affected you, and I apologize. We're focused on resolving this promptly."   |
| 219 | "I've had a recurring issue. Can you ensure it gets resolved this time?"                                       | "Thank you for bringing this matter to our attention. Your satisfaction is important to us, and we're working to resolve your concern."                          |
| 220 | "I keep facing the same issue. What's being done to prevent this in the future?"                               | "I'm sorry to hear about the repeated difficulties you've encountered. We're taking steps to ensure this doesn't happen again."                                  |
| 221 | "I've been waiting in the chat for a while. Will someone respond soon?"  | "We've received your chat message and appreciate your patience. One of our representatives will be with you shortly."  |
| 222 | "I've sent a message but haven't heard back yet. Can you confirm it's been received?"                          | "Thank you for reaching out to us. We acknowledge your message and will get back to you as soon as possible."  |
| 223 | "I'm in the chat queue. How long will it take to connect with someone?"  | "We acknowledge your presence in the chat. Please bear with us a moment longer as we connect you with an agent."   |
| 224 | "I've sent a chat message. Just checking if it's been received as I'm still waiting."                          | "We have received your chat message and are currently assisting other customers. We will be with you very soon."   |
| 225 | : "I've contacted you via chat. Will I get a response soon?"   | "Thank you for getting in touch with us. We see your message and will respond as quickly as we can."   |
| 226 | "I'm really disappointed with my recent experience. Can you help me?"  | "I hear your disappointment, and I want you to know that your feelings are valid. We are here to help you."  |
| 227 | "I've been facing some issues with my order, and it's quite frustrating."                                      | "I'm sorry to hear about the difficulties you've encountered. I understand how frustrating this must be."  |
| 228 | "I'm angry about how my situation was handled. What are you doing to fix this?"                                | "I can see why this situation would make you angry. We are working on resolving it as quickly as possible."  |
| 229 | "I'm upset about the service I received. Can you help me resolve this?"  | "It's understandable that you're upset, and I'm here to help. Let's work together to find a solution."   |
| 230 | "This whole situation has been really stressful. How will you rectify this?"                                   | "I recognize that this situation may be causing you stress, and I apologize. We're committed to making things right."  |
| 231 | "I'm concerned about the issue I've been having. How will it be resolved?"                                     | "I can sense your concern, and I'm sorry for any distress this has caused. We'll do our best to resolve this."   |

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| 232 | "I feel let down by your service. How can you assure a better experience?"                                 | "I'm sorry to hear that you're feeling let down. We value your experience and want to ensure it's a good one."  |
| 233 | "I'm really angry about what happened. What are you going to do about it?"                                 | "Your anger is justified, and I'm sorry for any inconvenience caused. We're working on addressing your concern."  |
| 234 | "I'm very upset with how things turned out. Can you fix this?"   | "It's clear that you're upset, and I'm sorry that you've had this experience. We're here to help fix it."   |
| 235 | "I'm not happy with how my concerns have been handled. Can you address them properly?"                     | : "I acknowledge your discontent, and I want to work with you to address your concerns effectively."  |
| 236 | "I want to make sure my concern is taken seriously. Is it being addressed?"                                | "I have validated this concern raised by you. Your feedback is important, and we're taking steps to improve."   |
| 237 | "I noticed a product missing from my order. Why did this happen?"  | "You are right. This product is indeed missing. We will investigate why this happened and ensure it doesn't occur again."                                   |
| 238 | "I received an expired product. Isn't this a serious issue?"   |   |
|     |  | "You are right. This is worrisome. Expired products should not be delivered, and we will take steps to prevent this."                                       |
| 239 | "My delivery is delayed due to the monsoon. How long will it take?"  | "[Customer name], I understand that delayed delivery during the monsoon season is frustrating. We're working to minimize delays."                           |
| 240 | "My order is delayed, and I'm guessing it's because of the monsoon. Is that the case?"                     | "(Customer name), we apologize for the delay in delivery. The monsoon season can sometimes slow down our delivery process."                                 |
| 241 | "I understand it's the monsoon season, but my delivery is really delayed. What's being done?"              | "We sincerely apologize for the delay caused by the monsoon season. We are doing our best to deliver your order as soon as possible."                       |
| 242 | "I need my order soon. Are the monsoon rains causing delays?"  | "We understand your urgency in receiving your order. The monsoon season does pose some challenges, but we are working hard to ensure timely delivery."      |
| 243 | "I've been waiting longer than usual for my delivery. Is the monsoon to blame?"                            |   |
|     |  | "We apologize for the delay in your delivery due to the monsoon. We are trying our best to minimize the impact."  |
| 244 | "Can you give me an exact time when my order will be delivered during the monsoon?"                        | "I wish I could offer you a specific timeline for the delivery, but the monsoon season can be unpredictable. We appreciate your understanding."             |
| 245 | "Why can't you provide a precise delivery time during monsoon season?"                                     | "I am sorry. I wish I could give you a specific time for delivery during the monsoon, but it can vary due to weather conditions."                           |
| 246 | "I changed my mind. Can I cancel my order that I just placed?"   | "Apologies! The order once placed and confirmed is usually processed immediately. Hence, it might not be possible to cancel it."                            |
| 247 | "I just placed an order but now I want to cancel it. Is that possible?"                                    | "Considering that we deliver in a relatively short time, canceling an order after confirmation can be challenging."   |
| 248 | "You allowed me to cancel an order once before. Can I do it again?"  | "(Customer name), we may have made a one-off exception previously, but our policy usually does not allow for order cancellations after confirmation."       |
| 249 | "Last time, I was able to cancel an order after placing it. Can't I do the same this time?"                | "As mentioned earlier, it is a one-time exception. Going forward, we may not be able to cancel orders after they are confirmed."                            |
| 250 | "Can you make an exception and cancel my confirmed order?"   | "Ideally, once an order is confirmed by us, it cannot be cancelled. However, as an exception, we have cancelled your order this time."                      |
| 251 | "I've been allowed to cancel my order. What happens to my payment now?"                                    | "Your order _____ has been cancelled. If an online payment was made, the refund will be processed as per our policy."                                       |
| 252 | "I really need to cancel my confirmed order due to an emergency. Can you help?"                            | "Ideally, once an order is confirmed by us, it cannot be cancelled. However, we understand your situation and will process the cancellation."               |
| 253 | "I accidentally added the wrong items to my order. Can I cancel and reorder?"                              | "I see that a couple of products have been added to your order. We'll cancel the order as an exception and you can place a new one with the correct items." |
| 254 | "I need to cancel my order. Can you confirm if it's been cancelled and how I'll get my refund?"            | "Your order _____ has been cancelled. If an online payment was made, the refund will be processed as per our policy."                                       |
| 255 | "My order's been dispatched, but I no longer need it. Can I cancel it when it arrives?"                    | "(Customer name), I understand that you would like to cancel the order even though it has already been dispatched. We can offer doorstep cancellation."     |
| 256 | "My order got dispatched while I was trying to cancel it. What can I do now?"                              | "(Customer name). I am so sorry. It looks like your order was dispatched while we were chatting. I can help you with a doorstep cancellation."              |
| 257 | "I think I was overcharged for an item. The MRP seems different. Can you check?"                           | "I am so sorry about this, (customer name). I assure you that we always charge the correct MRP. Let me look into this for you."                             |
| 258 | "I've noticed a discrepancy in the MRP of a product I bought. Can you verify?"                             | "I am so sorry about this, (customer name). I assure you that we always charge the correct MRP. If there's an issue, we'll rectify it."                     |
| 259 | "I feel like I've been wrongly charged. The MRP doesn't match what I paid."                                | "You are right to feel that way, (customer name). I understand how important it is to be charged correctly. Let's sort this out."                           |
| 260 | "I'm upset about the MRP issue. It's not the first time this has happened."                                | "I can relate with your sentiment. I have had a similar experience, and I know it's not pleasant. We'll resolve this."                                      |
| 261 | "I feel like the MRP is higher than it should be. Is there a mistake?"                                     | "I do understand that it may seem that way, but I assure you, our pricing is always in line with the MRP. Let's check your case."                           |
| 262 | "The MRP on the product seems incorrect. Can you help confirm this?"                                       | "I can understand how this looks. And let me assure you, we're here to help. We'll verify the MRP and ensure everything's correct."                         |
| 263 | "I'm concerned about the pricing. It doesn't seem to match the MRP"  | "I understand. Anyone in your place would feel the same. Rest assured, we're committed to ensuring accurate pricing."                                       |
| 264 | "You asked for images of the expired product. It's a bit inconvenient, but I'll send them."                | "We understand that sharing images in such a situation can be difficult. We appreciate your cooperation and will assist you."                               |
| 265 | "The payment was deducted but I don't see my order confirmed. What's going on?"                            | "I am so sorry about this confusion. I assure you that your payment is safe with us. Let me check the status of your order."                                |
| 266 | "I think there was a glitch when placing my order. The payment went through but the order didn't confirm." | "You are right. The order _____ (order code) was not confirmed due to a technical glitch. I am here to resolve this."                                       |
| 267 | "I need help. My payment was taken but there's no order confirmation. Can you check?"                      | "I understand. In this case, please share a screenshot of the payment deduction so we can verify and assist you."   |
| 268 | "I've confirmed my payment details. How long will it take to resolve the order issue?"                     | "Thank you for this confirmation and your patience. We are checking the status of your order and will update you shortly."                                  |
| 269 | "I'm worried about my payment for the unconfirmed order. Can you assure me it's secure?"                   | "I reassure you that your money is safe. The order was not confirmed due to a technical issue, but we're working to resolve it."                            |
| 270 | "My refund seems to be taking a long time. Can you update me on its status?"                               | "I am so sorry about this delay in your refund processing. The refund has been initiated and should reflect in your account soon."                          |
| 271 | "I'm still waiting for my refund. When can I expect it to be processed?"                                   | "I understand that the refund is delayed. And I am sorry for that. The refund has been processed and should reflect in your account shortly."               |
| 272 | "I haven't received my refund yet. Is there a delay in processing?"  | "I am so sorry about this delay in your refund processing. I assure you that we have processed it, and it should reflect in your account soon."             |
| 273 | "It feels like my refund is taking forever. Has it been processed yet?"                                    | "I understand that the refund seems to be delayed. Rest assured, it's been processed and you should receive it soon."                                       |
| 274 | "Can you confirm if my refund has been settled? I haven't received it yet."                                | "I assure you, the refund has been successfully processed and settled. You should receive it in your account shortly."                                      |
| 275 | "I'm concerned about my refund status. Can you check what's happening?"                                    | "I am sorry about this. We will need to have this checked. Please bear with us while we look into the refund status."                                       |
| 276 | "I'm frustrated with how long my refund is taking. Can you give me an update?"                             | "I am so sorry about this delay. Let me take a closer look into your refund status and get back to you as soon as possible."                                |
| 277 | "I'm upset about the delay in my refund. What are you doing to speed it up?"                               | "I am sorry you feel that way. I assure you that we are doing everything we can to expedite your refund."   |
| 278 | "I need an update on my refund. It's important to me. What's the status?"                                  | "I know how that feels and I want you to know that your concern is important to us. We're looking into your refund issue right now."                        |
| 279 | "The fruit I received is not fully ripe. Can I get a refund for this?"                                     | "As is visible in the image, the (fruit name) is semi-ripe and should be fit for consumption in a day or two. We are unable to refund in such cases."       |
| 280 | "I expected ripe fruit but got unripe ones. Isn't this a valid reason for a refund?"                       | "I understand that you were probably looking for ripe fruit. However, we deliver fruits that are slightly unripe to ensure freshness upon arrival."         |
| 281 | "Is it normal for you to deliver semi-ripe fruits? I thought they would be ripe."                          | "Yes, that is correct. All our deliveries are made in a manner that ensures product freshness, which sometimes includes semi-ripe fruits."                  |
| 282 | "Where can I find my referral code to share with friends?"   | "You will be able to find your referral code in the 'My Account' section. You can share this with your friends for rewards."                                |
| 283 | "How does the referral program work? What do I get for referring a friend?"                                | "(Customer name), you will be able to refer your friends using the referral code. Each successful referral earns you rewards."                              |
| 284 | "I've placed several orders with you. Am I eligible for the referral program?"                             | "I understand that you have placed more than 5 orders. You are eligible for the referral program and can start referring now."                              |
| 285 | "I'm trying to use a referral coupon, but it's not working. What should I do?"                             | "Request you to share the screenshot of the coupon applied. We will check why it's not working."  |
| 286 | "The referral coupon isn't applying to my order. Are there exclusions?"                                    | "Please click on 'View products that don't qualify for this offer' to see the list of products that are excluded from the referral coupon."                 |
| 287 | "How do I apply the referral coupon to my order?"  | "The referral coupon is an auto-apply coupon here. You just need to ensure that your cart value meets the minimum requirement."                             |
| 288 | "I think there's an issue with my referral coupon. Can you check?"   | "It looks like the referral coupon was not generated properly. Let me help you with that."  |
| 289 | "There seems to be a problem with the referral coupon I received. Can you assist?"                         | : "I'm sorry. This seems to be a rare case and we will have to look into it. We will resolve this issue for you."   |
| 290 | "My friend used a referral code, but I didn't get a reward. Why is that?"                                  | "I can see that your friend has used a different code. For the referral reward, they need to use your specific referral code."                              |

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| 291 | "I used a referral code for my order, but didn't receive any reward. What happened?"                         | "I can see that you have used a different code for your order. The referral reward is linked to the specific code shared with you."                           |
| 292 | : "My friend signed up using a referral code, but it wasn't mine. Can this be corrected?"                    | "I can see that your friend has used a different code. To qualify for the referral reward, they need to use the code you provided."                           |
| 293 | "Can you tell me if my friend's use of my referral code worked?"   | : "We cannot share specific details from another customer's account, but I can confirm if a referral reward was issued or not."                               |
| 294 | "I referred a friend and they used my code. Has the reward been applied to my account?"                      | "As I can see on your account, the referral reward has been applied successfully. You should see it in your account."   |
| 295 | "I got a referral reward. How can I use it on my next purchase?"   | "As I can see, the referral reward coupon has been applied to your account. You can use it on your next purchase."  |
| 296 | "I was supposed to get a referral reward coupon. Has it been added to my account?"                           | "(Customer name), the referral reward coupon was successfully applied to your account. Please check your coupon section."                                     |
| 297 | "I'm not sure if my referral reward coupon is active. Where can I confirm this?"                             | "The referral reward coupon was definitely activated on your account. You can find it in the 'My Coupons' section."   |
| 298 | "I referred someone, but I want to make sure they used my code. Can you give me details?"                    | "I understand, however, we can share the account details of the referred account only with the consent of that account holder."                               |
| 299 | "I need to speak with someone, but it's after hours. Can I get a callback tomorrow?"                         | "Since you have reached out to us post 9 pm (non-calling hours), we will give you a callback within our working hours."                                       |
| 300 | "I was charged more than the MRP for a product. Can I get a refund for the difference?"                      | "Let me quickly process a refund for the extra amount charged over the MRP. I apologize for the inconvenience."   |
| 301 | "My refund was sent to the wallet, but I wanted it back on my original payment method. Can this be changed?" | "I agree that you had asked for the refund to be made to your original source of payment. Let me correct that for you."                                       |
| 302 | "The watermelon I got doesn't seem right. Can I get a refund?"   | "I understand your concern. However, the watermelon you received is as per our quality standards. We can't issue a refund in this case."                      |
| 303 | "The coconut I bought had very little water. Isn't that a reason for a refund?"                              | "I understand your concern, (customer name). However, it's common for coconuts to have varying amounts of water, and it can't be a basis for a refund."       |
| 304 | "I bought a pack of tomatoes, but some of them are raw. What should I do?"                                   | "Request you to confirm if the issue is with just one or all units in the pack of tomatoes. We can then assist accordingly."                                  |
| 305 | "I noticed some dotted marks on the pears I bought. Is this normal?"   | "The dusting/dotted marks on the surface of the pear are natural and not a defect. They do not affect the quality or taste."                                  |
| 306 | "There are some bruises on the fruits I received. Can I get a refund for this?"                              | "I understand what you are saying. However, some minor bruises on fruits' skin are natural and do not impact the quality."                                    |
| 307 | "The Indian cherries I received are not red but yellowish. Is this normal?"                                  | "The Indian cherries do have yellowish-orangish hues when raw. They will turn red as they ripen."   |
| 308 | "The onions I received have some black dust on them. Should I be concerned?"                                 | "I understand what you are telling me, (customer name). However, a small amount of smut on onions is natural and does not affect the quality."                |
| 309 | "The onions I bought have long roots. Is this a sign of poor quality?"                                       | "I understand what you are telling me, (customer name). Long roots on onions are normal and do not signify any quality issue."                                |
| 310 | "The potatoes I received have small cut marks. Is this a quality issue?"                                     | "I understand what you are telling me, (customer name). However, nail-sized cut marks on potatoes are a result of the harvesting process and are normal."     |
| 311 | : "I noticed dark spots on the potatoes and sweet potatoes I bought. Are they still good to use?"            | "I understand what you are telling me, (customer name). The dark spots on potatoes, sweet potatoes, and colocasia are natural and do not affect the quality." |
| 312 | "The carrots I received have greenish ends. Should I be concerned about their quality?"                      | "I understand your concern. However, the carrots with green/red ends are safe to eat after removing those ends. They do not affect the overall quality."      |
| 313 | "I bought an assorted pack, but it didn't meet my expectations. Can I get a refund?"                         | "I understand that you were expecting the product to be as per your preference. However, in assorted packs, variations are natural and expected."             |
| 314 | "The products in the assorted pack are not to my liking. Is a refund possible?"                              | "I understand how you feel. However, I would like to inform you that the products in the assorted pack may vary and we cannot offer a refund for that."       |
| 315 | "The product in the assorted pack is different than I expected. Can I return it?"                            | "I agree that the product you have received has variations, but it is typical for assorted packs. We cannot process a refund in this case."                   |
| 316 | **Hypothetical Customer Query**: "I noticed a late night handling charge on my order. Why is this charged?"  | "Our riders and packers go the extra mile to ensure late night deliveries. Therefore, a nominal late night handling charge is applied to these orders."       |
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