

SR NO.	UTTERANCES	RESPONSES
1	"My refund is above ₹150, what should I do?"	"For refunds higher than ₹150, let me transfer you to our Refund Desk for further assistance."
1	"The refund amount is more than ₹150."	"For refunds higher than ₹150, let me transfer you to our Refund Desk for further assistance."
2	"I'm not happy with the product."	"We're sorry to hear about your experience. Let's see how we can make things right."
2	"The product I received is unsatisfactory."	"We're sorry to hear about your experience. Let's see how we can make things right."
3	"The biscuits I bought are almost expired."	"Thank you for bringing this to our attention. Since the product is near expiry, we will process a refund for you."
3	"This product seems to be near its expiry date."	"Thank you for bringing this to our attention. Since the product is near expiry, we will process a refund for you."
4	"How can I prove the product is bad?"	"Please share an image of the product. We'll check its authenticity for further action."
4	"Do you need a picture of the spoiled product?"	"Please share an image of the product. We'll check its authenticity for further action."
5	"Can you refund the damaged item I received?"	"We'll process the refund for the correct items and value. Please provide the order details."
5	"I need a refund for the wrong item sent to me."	"We'll process the refund for the correct items and value. Please provide the order details."
6	"I've given all the details but can't respond further."	"Since you've provided all the details, we'll proceed with the refund to your original payment source for prepaid orders, or to your wallet for COD orders."
6	"I provided my order info but need to leave now."	"Since you've provided all the details, we'll proceed with the refund to your original payment source for prepaid orders, or to your wallet for COD orders."
7	"My product is expired, can I get a refund?"	"We will refund you for the impacted quantity as your order is within 7 calendar days. Could you please provide more details?"
7	"I received a damaged item, what about my money?"	"We will refund you for the impacted quantity as your order is within 7 calendar days. Could you please provide more details?"
8	"My refund is only ₹100, should I talk to the Refund Desk?"	"Since your refund amount is below ₹150, I can assist you directly. Please provide your order details."
8	"I need a refund for ₹120, do I need to be transferred?"	"Since your refund amount is below ₹150, I can assist you directly. Please provide your order details."
9	"I'm unhappy, but it's not about a product."	"We're sorry to hear about your dissatisfaction with our service. Can you provide more details so we can address this issue?"
9	"My complaint is about your service, not the item."	"We're sorry to hear about your dissatisfaction with our service. Can you provide more details so we can address this issue?"
10	"The product expired a week ago, what now?"	"Since the product is already expired, this falls under a different category. Let me assist you with the right process for an expired product refund."
10	"I bought this item, and it expired yesterday."	"Since the product is already expired, this falls under a different category. Let me assist you with the right process for an expired product refund."
11	"I can't provide a photo of the issue."	"If you're unable to provide an image, please describe the issue in detail so we can proceed with alternative verification methods."
11	"What if I don't have an image of the damaged product?"	"If you're unable to provide an image, please describe the issue in detail so we can proceed with alternative verification methods."
12	"Can you refund an item I bought last year?"	"Unfortunately, we cannot process refunds for orders older than 7 calendar days. Is there anything else I can assist you with?"
12	"I want a refund for an order I placed six months ago."	"Unfortunately, we cannot process refunds for orders older than 7 calendar days. Is there anything else I can assist you with?"
13	"I have not provided all details but need to go."	"We need more information to process your refund. Please provide the missing details when you can, or contact us again for assistance."
13	"I can't stay to chat, but my issue isn't resolved."	"We need more information to process your refund. Please provide the missing details when you can, or contact us again for assistance."
14	"I'm not sure if my issue qualifies for a refund."	"Let's evaluate your situation. Please describe your issue in detail, so we can determine the appropriate action."
14	"The product seems okay, but I'm still not satisfied."	"Let's evaluate your situation. Please describe your issue in detail, so we can determine the appropriate action."