

| Sr. No. | Description | Updated Canned Responses - September 16, 2023 |
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| 1 | Opening | Hello, and welcome to Zepto! We're committed to resolving your queries and ensuring your satisfaction. I am here to assist you today. |
| 2 | Opening | Hello! Welcome to Zepto. I am here to assist you in resolving any issues you may be facing. |
| 3 | Opening | Thank you for reaching out to Zepto's chat support. I'm here to provide the best possible resolution for your query. |
| 4 | Opening | Welcome to Zepto! I am here to assist you and make your experience with Zepto better today. |
| 5 | Opening - D-Sat | Hello. I see that you are unhappy with the resolution provided. Please give me a minute to go through the previous chat and understand the issue. |
| 6 | Opening - Refund | Hello. This is (Add your name), I am a process specialist. Please allow me a few minutes to go through the previous chat and understand the concern. |
| 7 | Opening - Delivered Not Received Desk | Hello. This is (Add your name), I am a support specialist. I am very sorry about this confusion and delay in the delivery of your Order. Please allow me a maximum of 5 minutes to track your Order and understand what happened. |
| 8 | Opening - Manager Queue | Hi (Customer Name), I am (your name) one of the senior floor assistants. I apologize if the experience has not been up to the mark so far. Please allow me 2-3 minutes to look into the concern you have raised so that you do not have to repeat yourself and so that we can work towards a mutually agreeable solution. |
| 9 | Hold - If customer mentions it a repeat contact | I request you to give me 2 - 3 minutes while I check the previous chat and understand the issue so you do not have to repeat yourself. |
| 10 | Initial Empathy/Apology | I am so sorry about this. Let me quickly have this looked into for you. |
| 11 | Initial Empathy/Apology | I am so sorry about this experience. I can only imagine how disappointing this must have been for you. |
| 12 | Initial Empathy/Reassurance | I am sorry for this inconvenience that you are facing. Let me assure you that you have reached the right place for help. |
| 13 | Initial Empathy/Reassurance | I am really sorry to know that, let me assure you that you have reached the right place for help. |
| 14 | Apology and Elaborate on the Issue | Our sincere apologies for the unpleasant experience. Kindly elaborate on the issue. I will do my best to assist you further. |
| 15 | Empathy - Payment Issue Gateway Downtime - Payment Deducted, Order Not Confirmed (Known Issue) | I am so sorry about this confusion. I assure you that your money is safe and will try to process your refund in the original source within a maximum of 3-5 business days. |
| 16 | Probing for Impacted Quantity | I can see that multiple quantities of the same product were ordered. Request you to check and confirm the number of products that are (missing/stale/rotten/damaged/not as expected/tampered/leaking) |
| 17 | Confirming Post Reading Previous Chat | Thank you for your patience. As I understand (mention the customers concern), am I correct? |
| 18 | Asking for Images to Validate - Generic | Request you to share a few clear images of the product that are clicked in real-time so that I can get more clarity about the concern and assist you better. |
| 19 | Asking for Images to Validate - Products Packed by us (for example, Fruits & Vegetables) | Request you to share a few clear images of the product that are clicked in real-time, including the barcode on the packaging, so that I can get more clarity about the concern and assist you better. |
| 20 | Asking for Images to Validate - Expired or Near Expiry Product | Request you to share a few clear images of the product that are clicked in real-time, including the product's Expiry/Use by Date and/or Manufacturing/Packaging Date as available so that I can get more clarity about the concern and assist you better. |
| 21 | Asking for Images to Validate - App Screenshot | Request you to share a screenshot of the (cart/error message received/message for payment deducted/coupons). |

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| 22 | Asking for Images to Validate - Unclear/blurred Image received | Request you to resend a clearer image as the (damage/expiry/Use by date) is not very evident in the image shared. |
| 23 | Asking for Additional Images to Validate the Damage/Stale/Rotten part or section in the product | Thank you for sending these images. When I look at these images though, the product does not appear damaged/stale/rotten. Hence, request you to share some more images, highlighting the part that is damaged/stale/rotten so that I may proceed with the resolution accordingly. |
| 24 | Asking for Additional Images to Validate the Damage/Stale/Rotten part or section in the product - 1 | Thank you for sending these images. Since the issue stated by you is not very evident in the image shared, request you to share some more images, highlighting the part that is damaged/stale/rotten so that I may proceed with the resolution accordingly. |
| 25 | Image Validation - Watermarks on the image | I can see that this image has a watermark on it. Request you to share 2-3 images of the Product delivered to you that are clicked in real-time so that I may proceed with a resolution accordingly. |
| 26 | Image Validation - Repeated Images | I can see in the previous chats with you that this same image has been shared earlier as well. Request you to share at least 2-3 images that have been clicked right now so that I may proceed with a resolution accordingly. |
| 27 | Acknowledging the Images Received | Thank you for sharing the relevant images. I assure you that these images are being shared with the relevant teams for feedback and improvement. |
| 28 | Confirming the Impacted quantity | I can see that (mention specific quantity & product) were ordered. Please confirm if all of them have the same issue. |
| 29 | Asking for images for the Impacted Quantity | Request you to share clear images of all the impacted (specific product's name), together. |
| 30 | Empathy - Missing Item | I am so sorry to know that (Name of the missing item/s) is missing, (customer name). I apologize for the inconvenience caused and assure you that it is our constant endeavour to provide you with a delightful experience. |
| 31 | Empathy - Stale/Rotten/Infested | I am sorry to know about the bad quality product received by you, (customer name). It is absolutely unacceptable, and I can only imagine how upsetting this must have been for you. I will surely pass this feedback on to the internal quality control team, including the images shared by you, to get this addressed. |
| 32 | Empathy - Expired Product | I am so sorry to know about the expired and unconsumable product received by you, (customer name). We are constantly working towards ensuring that such instances are reduced to zero. I will surely pass this feedback on to the internal quality control team, including the images shared by you, to get this addressed. |
| 33 | Generic Empathy, post confirming the issue and validation | We are sorry about this experience, (customer name). This is not the experience we want you to have. I will surely pass this feedback on to the internal quality control team, including the images shared by you, to get this addressed. |
| 34 | Generic Empathy, post confirming the issue | I understand that this must have been rather disappointing for you, (customer name), and I am extremely sorry for this experience. |
| 35 | Hold - After validating the image - Where it is confirmed that a Refund is to be processed | Please allow me two minutes to quickly check for the amount that needs to be refunded to you. |
| 36 | Hold - After validating the image - for scenarios like Not As Described, MRP Dispute, Impacted Quantities, Different Variant Delivered etc. where it is required to cross check the details on the account | Thank you for the images. Please allow me two minutes to check the details on the account as well. |
| 37 | Hold - This Hold Response is only to be used when Validation from the Delivery Hub is required & waiting for the TLs response for the same | I need to have this checked with the Delivery Hub and understand what we can do best to fix this for you. It will take me 3-5 minutes to contact them and check the details. Please allow me to place this chat on hold. |

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| 38 | Hold - This Hold Response is only to be used when Validation from the Delivery Hub is required & waiting for the Delivery Hub to respond. | We have initiated the communication with the Delivery Hub and they are checking into the details. This will take a maximum of 10 mins. Request you to bear with us till then. I will keep you updated. |
| 39 | Refreshing Hold | Thank you for your patience, (customer name). This is taking a little longer than expected. Please allow me 2 - 3 minutes more to get back to you with the best possible resolution. |
| 40 | Post Hold - Appreciating the customer | Thank you for your patience, (customer name). |
| 41 | Post Extended Hold - Appreciating the customer | Sorry, it took us this long. Thank you for waiting, (customer name), your patience is much appreciated. |
| 42 | Confirming Amount for Refund | I apologize for this unpleasant experience. For now, I will process a refund for the amount paid by you. As I can see on the account, the amount paid by you is ₹ ____. |
| 43 | Confirming Amount for Refund | As I can see, the amount paid by you for this is ₹ _____. I will go ahead and process the refund for you, for this amount. |
| 44 | Confirming Mode of Refund - Mode of Payment Mentioned as 'Original Source' on Chatbot | I see that you have opted for the refund to be processed to the original source of payment. I will go ahead and process this refund to the source account and it will reflect in the next 3-5 working days |
| 45 | Confirming Mode of Refund - Mode of Payment Mentioned as 'Wallet' on Chatbot | I see that you have opted for the refund to be processed to the Wallet. I will go ahead and process this refund to the wallet and it will reflect in the next couple of minutes. |
| 46 | Offering a Refund - Wallet - Online Payment - Mode of Payment NOT Mentioned on Chatbot | I will process the refund for ₹ ____ to your Zepto Wallet. It will reflect in the next couple of minutes, and you will be able to use it instantly for purchasing everything available on the Zepto App. Is that okay? |
| 47 | Customer refuses Refund to Wallet - Online Payment | Not a problem. In that case, I will process this refund to your source account. The refund will reflect in your account in 3-5 business days. |
| 48 | Offering a Refund - Wallet - COD Payment | Since your original mode of payment was COD, I can refund the amount to your Zepto Wallet. May I go ahead and process the refund for ₹ ____ to your Zepto Wallet? |
| 49 | Customer refuses Refund to Wallet - COD Payment | I understand. However, when a payment is made through COD, a refund can only be issued to the Zepto wallet. It will reflect immediately, and you will be able to use it instantly for purchasing everything available on the Zepto App. |
| 50 | COD Refund Escalation - Confirming if UPI ID belongs to the customer | Please confirm if this UPI ID belongs to you and is registered in your name. |
| 51 | Denying refund to UPI ID as it belongs to someone else | As confirmed by you, the UPI ID shared does not belong to you. Hence, the only way we can refund this amount is by processing it on your Zepto Wallet. |
| 52 | Wallet Instead of Coupon Rebuttal | I assure you that the amount added to your Zepto Wallet is a better option than the coupon. The coupon can be used for a restricted category of products and is valid only for 30 days, while the amount in your Wallet can be used to purchase anything on the Zepto App and is valid for 12 months from the date of issue. |
| 53 | Refund Initiated by Us - Source Account | We have initiated a refund of ₹ _____ for you. Please allow 3 to 5 business days for the refund to reflect in your account. You will be able to track this refund on your Zepto App as well. |
| 54 | Refund Initiated by Us - Wallet | We have initiated a refund of ₹ _____ to your Zepto Wallet. It will reflect on your account in the next couple of minutes. |

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| 55 | Replacement - Product Quality Issues | <p>(Customer Name), I agree a replacement is a right thing to do considering the quality of the products delivered.</p> <p>Since a replacement is not possible, what I will do for you, right away, is process a refund to your Zepto Wallet. It will reflect on your Zepto account in the next couple of minutes and you will be able to place a fresh order for the products immediately.</p> <p>Also, request you to use or dispose the products received, as you see fit.</p> |
| 56 | Replacement - Product Related Issues 2 | <p>It is only fair that you expect a replacement for these products. Had that been possible, we would have already offered that to you proactively. What I can surely do for you though, is process a refund to your Zepto Wallet right away. It will enable you to immediately place a fresh order!</p> |
| 57 | Replacement - Product Quality Issues for products on which a coupon cannot be applied. | <p>You are right to want a replacement for the products delivered in an unacceptable condition. Since a replacement is not possible, what I will do for you, right away, is process a refund to your Zepto Wallet. It will reflect on your Zepto account in the next couple of minutes and you will be able to place a fresh order for the products immediately.</p> <p>Also, request you to use or dispose the products received, as you see fit.</p> |
| 58 | Replacement - Missing Products | <p>You are right. These products should have been delivered along with the rest of the products. To rectify that error, I can go right ahead and process a refund for you. I hope that works for you.</p> <p>May I refund this amount to your Zepto Wallet? It will reflect in the next couple of minutes and you will be able to use it instantly for purchasing anything on the Zepto App.</p> |
| 59 | Replacement - Missing Products 1 | <p>These products should have been delivered along with the rest of the products. I am sorry for the inconvenience caused.</p> <p>To rectify that error, I can go right ahead and process a refund for you. I hope that works for you.</p> <p>May I refund this amount to your Zepto Wallet? It will reflect in the next couple of minutes and you will be able to use it instantly for purchasing anything on the Zepto App.</p> |
| 60 | Exchange - Wrong product - Customer Error | <p>I understand that the product was ordered by mistake. However, we currently do not have the option for a return pickup. Request you to make the best use of the product ordered by you.</p> |
| 61 | Exchange - Wrong product - Customer Error - Rebuttal 2 | <p>It was an error and I understand that. However, we currently do not have the option for a return pickup. I hope you would also understand that we have delivered the correct product ordered by you.</p> |
| 62 | Exchange - Wrong product - Zepto Error | <p>You are right to want an exchange for the incorrect products delivered. What best I can do right away, is process a refund to your Zepto Wallet for you. The amount will reflect on your Wallet in the next couple of minutes</p> <p>I request you to go ahead and place a fresh order for the correct products and we will have them delivered to you.</p> <p>As a token of our apology, please keep the product that has been delivered and use it as you see fit.</p> |
| 63 | Cancel Order - Change of Mind - ONLY IN EXCEPTIONAL CASES | <p>Ideally, once an order is confirmed by us, it cannot be cancelled. However, considering this situation, as a one-time exception, we will go ahead and cancel it for you basis your request because you are a valued customer.</p> <p>In case an online payment has been made for this order, your payment will be refunded to your source account in about 3-5 business days.</p> <p>If any coupon was used while placing this order, the coupon will be available to use in the next 3 hours.</p> |

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| 64 | Delivered Not Received - Address Verification | I am so sorry for this delay, (customer name). This does not usually happen. Just to ensure that we do have the correct address, may I request you to please confirm if the delivery address is (mention the address that is in the Order Detail tab). |
| 65 | Delivered Not Received - Asking Customer to look for the Order | <p>This really should not have happened. Ideally, we do contact the customer, if needed, and provide a doorstep delivery unless the customer has asked for a 'No-Contact' delivery.</p> <p>Since the delivery address is correct, just to ensure that we have looked into all unforeseen possibilities, may I request you to please check with the security or in the lobby or reception area or outside your doorstep, just in case the order was dropped there?</p> |
| 66 | Delivered Not Received - Order not Received after confirming the address and checking with the security and in the lobby [1] | I apologise for this experience, (customer name). I will look into this and get back to you with an answer as to where your order is. It will take a maximum of 5 minutes to check with the delivery hub and the rider partner. Please allow me to place this chat/call on hold and figure out what happened. |
| 67 | Delivered Not Received - Informing customer about the updated timeline based on confirmation from the DS | I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and we are terribly sorry about this delay. We should be able to have this order delivered in another ____ minutes. Does this resolution work for you? |
| 68 | Delivered Not Received - Online Payment- Initiating refund in case of no revert. [2] | <p>I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and it looks like this will take longer. We are really sorry about this situation.</p> <p>The best that we can do for you right now is to refund the entire amount that you have paid for this order.</p> |
| 69 | Delivered Not Received - COD Payment- No Refund. | I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and it looks like this will take longer. We are really sorry about this situation. |
| 70 | Delivered Not Received - Initiating refund in case of no revert where coupon was used while placing the order | <p>I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and it looks like this will take longer. We are really sorry about this situation.</p> <p>The best that I can do for you right now is to refund the entire amount that you have paid for this order.</p> <p>I do see that a coupon was used by you when placing this order. I will go ahead and put in a request for the coupon to be reissued.</p> |
| 71 | Delivered Not Received - COD Order - In case of no revert | <p>I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and it looks like this will take longer. We are really sorry about this situation.</p> <p>We are still doing our best to have your order delivered to you, considering that you must need those products. That said, by the time the order gets delivered, should you change your mind, we understand if you ask the rider partner to take the order back.</p> |
| 72 | Delivered Not Received - COD Order where coupon was used while placing the order - In case of no revert | <p>I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and it looks like this will take longer. We are really sorry about this situation.</p> <p>We are still doing our best to have your order delivered to you, considering that you must need those products. That said, by the time the order gets delivered, should you change your mind, we understand if you ask the rider to take the order back.</p> <p>I do see that a coupon was used by you when placing this order. I shall put in a request for that coupon to be reissued.</p> |
| 73 | Delivered Not Received - In case the customer refuses to wait and refuses the refund | <p>I understand how upsetting this is for you. I am sure you were looking forward to receiving the order on time, as promised. It is a one-off situation that was beyond our control. I am sorry about the inconvenience this has caused you.</p> <p>Request you to wait while I transfer this chat/call to my manager.</p> |

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| 74 | Delivered not received - 2nd contact [3] | I am extremely sorry that the order has not yet been delivered to you. Please allow me to refund the entire amount paid by you towards this order. |
| 75 | Delivered not received - Post refund | <p>I have initiated a refund of ₹ ____ against the amount paid for this order that was not delivered to you. It will reflect in your account in the next 3 - 5 business days and you will be able to track this refund on your app as well.</p> <p>On the off chance that the rider partner does reach you for the delivery now, request you to ask him to take the order back to the delivery hub.</p> |
| 76 | Refund Delayed - customer contacts within 3 business days | I can see that a refund for ₹ ____ was processed on (date). I assure you that we have done our bit and the refund will reflect in your account by the end of (date). You will be able to track this refund on your Zepto app as well. |
| 77 | Refund Delayed - customer contacts post 3 business days | I can see that a refund for ₹ ____ was processed on (date). Let me have this cross-checked on the payment gateway as well. Please allow me 2 - 3 minutes while I check that for you. |
| 78 | Refund Delayed - Agent missed | I am extremely sorry. It looks like the previous refund did not go through. Let me go ahead and process the refund for ₹ ____ for you right away. It will reflect in your account within a maximum of 3 - 5 business days. You will be able to track this refund on your Zepto app as well. |
| 79 | Not Cold - 1st Response | <p>Thank you for bringing this to our notice.</p> <p>Considering that beverages are usually consumed cold, we try to deliver them in a ready-to-consume condition. That may not always be possible though! We appreciate your understanding in this case.</p> |
| 80 | Not Cold - 2nd Response | I understand. While we would love to have it delivered chilled and ready for you to consume, we hope you understand that it may not always be possible considering the volume of orders received for beverages. |
| 81 | Not Cold - 3rd Response | <p>I hope you understand and agree that the correct product has been delivered as described on the app. A refund can only be given if we have failed to deliver the correct product. I appreciate your understanding.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 82 | Not Cold - Escalation - Supervisor Response | <p>I understand where you are coming from, however, I hope you will agree that even when we purchase beverages from a store or a supermarket, we don't always manage to get chilled beverages because they also have a limit on the storage capacity.</p> <p>As has been explained by the Customer Service Associate, since the product has been delivered exactly as is described on our app, I hope you understand the reason for the denial of a refund in this case.</p> <p>Is there any other concern you would like me to address?</p> |
| 83 | Edit Cart - Add products to the cart after placing the order | I'm afraid the order once placed cannot be edited. May I invite you to place another order for the additional products you choose to order? |
| 84 | Coupon Expired - Validity passed by | <p>As I can see, this coupon was valid till (date). This coupon has now expired.</p> <p>Don't worry we will keep coming up with offers for you so keep checking the 'Avail Offers/Coupons' section on your app.</p> |
| 85 | Coupon Expired - Previous Order Cancelled | The coupon was applied to your previous order, which was cancelled. The system will automatically add the coupon back to your account within 3 hours from the time of cancellation. Don't worry, you will be able to avail that offer in some time. |
| 86 | Coupon Expired - Previous Order RTOed | The coupon was applied to your previous order which was cancelled after dispatch. Since it was a one-time use coupon, it has expired. Please keep checking the 'Avail Offers/Coupons' section as we will keep coming up with offers at regular intervals. |

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| 87 | Coupon Expired - Previous Order RTOed - Rebuttal | <p>I understand what you are saying. However, I hope you would also understand that the rider partner had already left to deliver the order to you. While we are not charging any cancellation fees, the coupon will still be considered as used.</p> <p>We will keep coming up with new offers for you so keep checking the 'Avail Offers/Coupons' section on your app.</p> |
| 88 | Invalid Coupon - Probing | <p>Don't worry. I will look into this for you. Please share a screenshot of your cart with me and please let me know the coupon code that you are trying to apply.</p> |
| 89 | Invalid Coupon - Terms and Conditions not met | <p>I can see products in the cart on which the coupon is not applicable. When you try to apply a coupon, if your cart has any products that are not eligible for the offer, it will mention on the coupon that some products in your cart don't qualify. It will also give you a tab to 'View Products' that don't qualify.</p> |
| 90 | Job Application | <p>We thank you for your interest in a career with Zepto. Kindly share your updated resume with us on: careers@zeptonow.com and our Human Resource team will get in touch with you, if you fulfil our required criteria. Wishing you all the best with your application.</p> |
| 91 | Partner with Zepto | <p>Thank you for your interest in Zepto. We request you to write to us with your inquiry details on: support@zeptonow.com. We look forward to hearing from you. Have a great day.</p> |
| 92 | Out of Stock | <p>We regret to know the product you were trying to order is currently unavailable. We suggest you opt for the "Notify" option, and you will get the information on its availability. You will receive an alert as soon as we restock the product. Thank you for connecting with us, it was a pleasure to serve you.</p> |
| 93 | About Zepto | <p>Zepto is an online platform that enables ordering of groceries and delivery at doorsteps of customers.</p> |
| 94 | Careers with Zepto | <p>We thank you for your interest in a career with Zepto.</p> <p>Request you to check the available job openings by visiting this link: https://zeptonow.cluster3.openings.co/#!/#openpositions</p> <p>Alternatively, please share your updated resume with us on: careers@zeptonow.com and our Human Resource team will get in touch with you, if you fulfil our required criteria.</p> <p>Wishing you all the best with your application.</p> |
| 95 | Location Serviceability - General query | <p>Request you to check the link: https://www.zeptonow.com/del-areas</p> <p>Alternatively, at a quick glance, once you download the app, if you are able to see the products, it surely means that we deliver to that location. If that is not the case, please stay tuned for updates. We are looking forward to serving you in the near future.</p> <p>Rest assured, we are working on expanding and covering as many locations as possible, including yours.</p> |
| 96 | Timings | <p>We are open for delivery from 6 am to 1 am and the customer service team can be reached anytime between 6 am to 2 am.</p> |
| 97 | Not Taking Orders | <p>I apologize for the inconvenience caused. Due to an unforeseen situation, we have had to temporarily stop taking orders. We will notify you once we are able to start accepting orders again.</p> |
| 98 | COD Blocked | <p>I apologize for the inconvenience caused. The system automatically disables the COD option once it registers cancelled order.</p> <p>Request you to process just one order using an online payment method and as soon as that order is marked 'Delivered' on the system, it will automatically enable the COD option for you.</p> |

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| 99 | COD Blocked - Rebuttal | I understand that it is inconvenient and I am sorry about that. Request you to place just one order using an online payment method and as soon as that order is marked 'Delivered' on the system, it will automatically enable the COD option for you. |
| 100 | COD Blocked - No Online Option Rebuttal 1 | Since you do not have any online banking options, I suggest you get someone else to place the order for you, using their own account. |
| 101 | COD Blocked - Exception | As a one-time exception, we will go ahead and enable the COD option for you. However, please do ensure that orders are not cancelled again. |
| 102 | Unavailable Product | I am sorry that the product you wished to order is currently unavailable. Please be assured, that our procurement team is constantly working to make all your favourite products available for you. Request you to select the 'Notify' option on the app and you will be notified once it is re-filled for you. |
| 103 | Closing - Confirmation - Resolution Provided | I hope I was able to address your concern and resolve it to your satisfaction. |
| 104 | Closing - Confirmation - Resolution Provided | I hope I was able to address your concern and turn this experience around for you. |
| 105 | Closing - Confirmation - Concern Addressed | I hope I was able to address your concern to your satisfaction. |
| 106 | Closing - Confirmation - Concern Addressed, Unhappy customer | I hope this addresses your concern. |
| 107 | Closing - Confirmation - General Enquiry - Answer Given | I hope this answers your question. |
| 108 | Closing - Offering additional assistance | Is there anything else I may assist you with? |
| 109 | Closing - Thanking the customer - Happy customer | Thank you for contacting Zepto. We hope to see you enjoy more hassle-free shopping experiences with us. |
| 110 | Closing - Thanking the customer - Happy customer | Thank you for choosing Zepto and thank you for giving us this opportunity to address your concern. Hope you have a wonderful day ahead. |
| 111 | Closing - Thanking the customer - Unhappy customer | Thank you for contacting Zepto. Stay safe and have a good day ahead. |
| 112 | Small Cart Fee | <p>Small cart fee is a nominal charge for rendering the services of picking and packing the products for you. If your order value is more than a certain amount, this fee is waived. The minimum amount benchmark and the subsequent small-cart fee will be specified on the checkout page.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 113 | Delivery Fee | <p>The delivery fee is levied based on the location at which the order is being delivered.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 114 | Surge Fee | <p>A surge fee is applied during instances of exigencies including very high demand. It encourages rider partners to be on the ground ensuring smooth deliveries during exigencies. The surge fee is applicable only for a brief period. You can click on the 'Notify Me' button and we will keep you posted once the surge fee is removed.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 115 | Rain Fee | <p>Our rider partners go the extra mile to ensure your order is delivered safely during rains. Rain fee is levied to ensure our rider partners are compensated fairly during such times.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |

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| 116 | Convenience Fee | <p>The convenience fee is a charge levied for processing orders for certain products like tobacco products.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 117 | Packaging Fee | <p>The packaging fee is a charge which is essentially rendered towards the efforts taken by Zepto to ensure that products are picked, packed & dispatched to the customer.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 118 | Handling Charge | <p>Handling Charge is levied to ensure the products are handled, packed and dispatched safely.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 119 | Extreme Weather Fee | <p>Our riders are going the extra mile to deliver during these extremely cold winter conditions. This fee is levied to ensure our riders are rewarded fairly for their efforts.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |
| 120 | Rebuttal for all fees except Delivery Fee, Small Cart Fee & Handling Fee | <p>These charges and the reason for these charges are mentioned before you place the order. If you choose to not pay this fee, we understand. Request you to check the app for when this fee is not applied and place the order accordingly.</p> |
| 121 | Customer Unavailable - No Refund to be processed | <p>Since you are unavailable at this moment, request you to come back at your convenience and one of my colleagues will assist you with the resolution.</p> <p>Thank you for connecting with us today, we look forward to serving you again. Wishing you a good day.</p> |
| 122 | Customer Unavailable - Refund - Online - Source Account | <p>Looks like you are currently unavailable. Since your order was prepaid, I will go ahead and process a refund to your source account. The refund will reflect in your account in the next 3-5 business days and you will be able to track this refund on your app as well.</p> <p>Thank you for connecting with us today, we look forward to serving you again. Wishing you a good day.</p> |
| 123 | Customer Unavailable - Refund - Online - Wallet | <p>Looks like you are currently unavailable. Since you had opted for the refund to be processed to the Wallet, I am processing a refund accordingly. The refund will reflect in your wallet in the next couple of minutes, and you will also be able to track this refund on your app.</p> <p>Thank you for connecting with us today, we look forward to serving you again. Wishing you a good day.</p> |
| 124 | Customer Unavailable - COD Payment - Refund Processed to Wallet | <p>Looks like you are currently unavailable. Since your order was paid in cash, I will go ahead and process a refund to your Zepto Wallet. The refund will reflect in your Wallet immediately and you can use it to purchase anything available on the Zepto App.</p> <p>If you have any other queries, please do contact us again. Wishing you a good day.</p> |
| 125 | Customer comes back and asks for refund to the UPI ID after we have initiated a refund to the Wallet | <p>(Customer name), since we hadn't heard from you when we asked for the UPI ID, the only alternative available was to refund the amount to your Zepto Wallet.</p> <p>We are unable to reverse this now. I assure you that your money is safe in the Wallet and can be used to buy anything from the Zepto App in the next 12 months.</p> |

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| 126 | Milk Packet - Near-Expiry - Refund Denial 1 | I understand. However, as is mentioned on the app as well, these products are meant for same-day consumption and are in a good condition for consumption today. |
| 127 | Milk Packet - Near-Expiry - Refund Denial 2 | I understand that the milk expires today. However, as mentioned in our app's description for these milk packets, these are meant to be consumed on the same day. |
| 128 | Milk Packet - Near-Expiry - Refund Denial 3 | I hope you agree that these products have a comparatively short shelf life and are usually meant for immediate consumption. The milk has not expired as yet and hence I will not be able to process any refund. Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat. |
| 129 | Denying Refund for Milk because no image of milk packet shared - Response 1 | To be able to process the refund, we need to validate the packaging date and the expiry date. As soon as you are able to provide the relevant images, we are happy to have them validated and accordingly provide a refund. |
| 130 | Denying Refund for Milk because no image of milk packet shared - Response 2 | I understand where you are coming from. And I request you share the relevant images so that I can process the refund accordingly. |
| 131 | Denying Refund for Milk because no image of milk packet shared - Response 3 | I am happy to give you the resolution that you are looking for so long as I am able to validate the concern. Request you to share the images that show the packaging date and the expiry date. |
| 132 | Denying Refund for Milk because no image of milk packet shared - Response 4 | I understand what you are saying. I am hoping you would also understand that we need to validate the concern stated by you and accordingly only can we process the refund. Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat. |
| 133 | Crushed Maggi - Denying Refund | Thank you for reaching out to us. I would like to assure you that we try to deliver all products in perfect condition. However, some products like instant noodles may get slightly crushed/broken in transit. Unfortunately, we are unable to issue a refund in this case. |
| 134 | Delivered Not Received - Apology/Empathy/Reassurance | I am extremely sorry about this, (customer name). I'm sure this must have been an unpleasant experience. I assure you this is a one-off error, and I will track your order right away. Thank you for continuing to have the faith in Zepto and for bringing this to our notice. |
| 135 | Delivered Not Received - Denying Refund Based on Confirmation with the Rider/DSM | (Customer name), we've checked with the rider partner and the delivery hub. According to the communication from them, this order has been delivered. (Please specify details of where the delivery was made and whom the delivery was handed to, based on the details given by the rider partner) Basis these findings, we would unfortunately not be able to issue a refund for this order. |
| 136 | Delivered Not Received - Informing Customer about the Updated ETA | Thank you for your patience. As per the update from the rider partner/delivery hub, your order will be delivered within the next _____ minutes. Does that timeline work for you? |
| 137 | Delivered Not Received - Customer accepts the updated ETA | Thank you for your understanding. Once again I apologize for the confusion and the delay. I will wait with you till the order is delivered so as to ensure that there are no more issues with the delivery of your order. |
| 138 | Delivered Not Received - Refund - If Customer Refuses to wait and if no response from the Rider Partner or Delivery Hub - Online Payment | I understand. What I will do for you right away, in that case, is process a refund for the entire amount paid by you for this order. As I can see, the amount paid by you for this is ₹ _____. Please allow me one minute while I process this refund for you. |
| 139 | Delivered Not Received - Customer Refuses to wait - COD Payment | I understand. I will ask the rider partner to take the order back to the delivery hub since you do not want this order now. In case the rider partner is unable to answer my call while riding towards your location and reaches you for the delivery, request you to ask him to take the order back to the delivery hub. Thank you for your support. |

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| 140 | Delivered Not Received - If no response from the Rider Partner or Delivery Hub - COD Payment | <p>I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation and it looks like this will take longer. We are really sorry about this situation.</p> <p>We are still doing our best to have your order delivered to you, considering that you must need those products. That said, by the time the order gets delivered, should you change your mind, we understand if you ask the rider partner to take the order back.</p> |
| 141 | Delivered Not Received - If no response from the Rider Partner or Delivery Hub - suggest placing another order - COD Payment | <p>I have spoken with the delivery hub and the rider partner. There has been an unforeseen situation. I am extremely sorry for this.</p> <p>May I suggest that you place a fresh order? I will follow up with the delivery hub to have it delivered to you on a priority basis.</p> |
| 142 | Denying Refund for Orders older than 7 Calendar Days | I can see that this order was placed on <date>. Unfortunately, refunds can not be issued for orders older than 7 calendar days. I deeply regret the inconvenience. |
| 143 | Denying Refund for Orders older than 7 Calendar Days - Rebuttal | <p>I completely understand your concern. However, as per company policy, refunds for orders more than 7 calendar days old are not permitted. I would request you to contact us within that timeline in the future and I will be happy to resolve it.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 144 | Promotional SMS Blocking | Thank you for bringing this to our notice and apologies for the inconvenience caused. Please allow us 24 hour time to stop all promotional SMS for this number. |
| 145 | Denying Refund After checking with the Delivery Hub or POD 1 | (Customer name), we've thoroughly reviewed your concern internally and concluded that the correct product was shipped from our delivery hub. The product was sealed when delivered by Zepto's delivery partner. Basis the aforementioned findings, we would unfortunately not be able to issue a refund or exchange the product. |
| 146 | Denying Refund After checking with the Delivery Hub or POD 2 | <p>As mentioned above, we have delivered the correct product as mentioned on the app and as ordered by you. If we had failed to deliver the described product, I would have processed this refund for you. I appreciate your understanding in this case.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 147 | Not As Expected/Not Value For Money - Beauty Products - Refund Denial 1 | I understand that the product received does not match your expectation. However, the product is as described on our app and is in good condition. A refund can only be given if we have failed to deliver the described product. I appreciate your understanding. |
| 148 | Not As Expected/Not Value For Money - Beauty Products - Refund Denial 2 | <p>As mentioned above, we have delivered the correct product as mentioned on the app. Based on the aforementioned, we would unfortunately not be able to issue a refund or exchange the product. I appreciate your understanding.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 149 | Expired Product - Refund Denial | (Customer name), we've checked with the delivery hub team and confirmed that the product delivered was not expired as per our records. Hence, we would unfortunately not be able to issue a refund or exchange the product. |
| 150 | Near - Expiry Product - Refund Denial | (Customer name), we've checked with the delivery hub team and confirmed that the product delivered has ample shelf life remaining as per our records. Hence, we would unfortunately not be able to issue a refund or exchange the product. |
| 151 | Melted - Refund Denial 1 | <p>Thank you for bringing this to our notice.</p> <p>For frozen food, we request our customers to contact us in real time considering how easily and quickly external factors can impact them. A refund can only be given if the complaint is raised within the first 20 minutes of the delivery of the product. I appreciate your understanding in this case.</p> |

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| 152 | Melted - Refund Denial 2 | <p>I understand your concern. However, as a policy in this case, I will not be able to initiate a refund.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 153 | Denying Refund for Same Product, Different Packaging | I understand that the packaging looks different. However, I assure you that the product delivered is correct. If you check the product name, quantity etc. on the package, it is precisely what you ordered. |
| 154 | Closing After Denying Refund | Thank you for contacting Zepto. We appreciate your continued patronage. Have a nice day. |
| 155 | Electronics - Not Working - Contact Service Centre - Covered Under Warranty 1 | This is a manufacturing defect and is covered under the brand warranty. Hence, request you to reach out to (Brand Name). Their contact details are: (Brand Contact Details). |
| 156 | Electronics - Not Working - Contact Service Centre - Covered Under Warranty 2 | Though this product was bought from Zepto, please understand that this brand has it's own designated service centre to fix the issues with your electronic product. Request you to contact the manufacturing brand. |
| 157 | Electronics - Not Working - Contact Service Centre - NOT Covered Under Warranty 1 | This could be a defect in the manufacturing. We would request you to reach out to the (Brand Name). Their contact details are: (Brand Contact Details). |
| 158 | Electronics - Not Working - Contact Service Centre - NOT Covered Under Warranty 2 | Every brand has its own designated service centre that will be able to provide you with a resolution. Please reach out to (Brand Name) for further details on the matter. |
| 159 | Customer didn't receive a response/resolution from the brand | <p>Thank you for bringing this to our notice and we apologize for this inconvenience caused to you. Please share the Ticket/Reference Number or the Complaint Number that you may have received from the brand for the complaint raised with them. Basis that, we will contact them and work towards a closure.</p> <p>Please allow us 48 hours. Someone from the manufacturing brand will contact you about this issue.</p> |
| 160 | Customer does not have a ticket/reference number | Request you to contact the brand and get the Ticket/Reference Number or the Complaint Number from them as we need it to refer to your complaint when communicating with them. |
| 161 | Angry Customer - 1st Instance | I understand this is upsetting. I am here to help you resolve this query ASAP. However, I request you to avoid using unprofessional language on this call/chat. |
| 162 | Angry Customer - 2nd Instance | I am sorry that you are so upset, and I assure you I will have this resolved for you. However, if you continue using unprofessional language, it may prevent us from reaching a resolution. |
| 163 | Angry Customer - 3rd Instance | While we are here to support you and resolve your queries to the best of our abilities, we do not tolerate unprofessional language. I will have to escalate this call/chat to my manager due to the unprofessional language used by you, despite my repeated reminders not to. |
| 164 | Abusive Customer - 1st Instance | I would request you to avoid using inappropriate/abusive/derogatory language while communicating with us. |
| 165 | Abusive Customer - 2nd Instance | Please refrain from using such inappropriate/abusive/derogatory language. If this line of communication continues, I'm afraid we may not be able to resolve this issue for you. |
| 166 | Abusive Customer - 3rd Instance | While we are here to support you and resolve your queries to the best of our abilities, we do not tolerate inappropriate/abusive/derogatory language. I will have to escalate this call/chat to my manager due to the inappropriate/abusive/derogatory language used, despite my repeated reminders not to. |
| 167 | Denying Refund for a 'Blue-Coded' Customer | Since your account is on hold, we will not be able to process any refund. |
| 168 | Guiding the Customer to contact via email for getting the account activated. | <p>The system may have detected some unusual activity on the account and as a precautionary measure, the account has been placed on hold.</p> <p>We request you to send an email to support@zeptonow.com to get your account reviewed. Please include a screenshot of the error message received on the Zepto App.</p> |

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| 169 | Denying Refund - Not As Expected/Not Value for Money - Fruits & Vegetables | <p>I hope you understand that naturally grown products like fruits and vegetables may vary a little in shape, size, colour, and taste. They may not all be the exact same.</p> <p>I will still go ahead and share the image shared by you with the Vendor and get your feedback addressed.</p> |
| 170 | Denying Refund - Not As Expected/Not Value for Money - Non F&V Categories | <p>I understand that the product does not meet your expectations and I am sorry about that. However, the best I can do for now is to accept your feedback and share it with the Vendor.</p> |
| 171 | Partial SKU Missing - Refund Denied 1 | <p>(Customer name), we've thoroughly reviewed your concern internally and concluded that the correct quantity of products was shipped from our delivery hub. The products were delivered in a sealed & safe condition. Basis the aforementioned findings, we would unfortunately not be able to issue a refund or exchange the product.</p> |
| 172 | Partial SKU Missing - Refund Denied 2 | <p>As mentioned above, we have delivered the correct quantities of the product ordered. If we had failed to deliver all the products ordered, I would have processed this refund for you. I appreciate your understanding in this case.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 173 | Not As Expected - Refund Denied 1 | <p>I understand that the product received is correct, but it does not match your expectation. The best I can do in this case is to ensure that your feedback is shared with the vendor along with the details mentioned/images shared by you.</p> |
| 174 | Not As Expected - Refund Denied 2 | <p>As mentioned above, we have delivered the correct product. Based on the aforementioned, we would unfortunately not be able to issue a refund or exchange the product. I appreciate your understanding.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 175 | Not Value For Money - Refund Denied 1 | <p>I understand that the product received does not match your expectation. However, the product delivered is correct and is as mentioned on our app. A refund can only be given if we have failed to deliver the described product. I appreciate your understanding.</p> |
| 176 | Not Value For Money - Refund Denied 2 | <p>As mentioned above, we have delivered the correct product. Based on the aforementioned, we would unfortunately not be able to issue a refund or exchange the product. I appreciate your understanding.</p> <p>Is there any other concern you would like me to address? If there is no other concern, I will need to close this chat.</p> |
| 177 | Final response after 2 - 3 attempts of denying the refund | <p>I understand what you are saying. However, as explained earlier, we will be unable to process this refund/replacement for you based on the validation done. Since there is no other concern, I will go ahead and close this chat.</p> |
| 178 | Closing After Denying Refund | <p>Thank you for contacting Zepto. Have a pleasant day.</p> |
| 179 | Survey Pitch - Chat | <p>We care about your experience! Your feedback will motivate us to continue enthusiastically serving you and resolving your concerns.</p> <p>At the end of this chat, you will receive a survey. Request you to spare a few seconds to rate this conversation with me.</p> |
| 180 | Survey Pitch - Chat | <p>Your feedback is important! We have designed a quick survey, taking no more than a minute to complete.</p> <p>It would be highly appreciated if you could stay back for a few seconds and rate this conversation with me.</p> |
| 181 | Survey Pitch - Chat | <p>We understand that your time is valuable, so we've designed the survey to be concise and efficient. It will only take a minute of your time, while still providing us with valuable insights.</p> <p>I hope you can stay back just a few seconds and rate this conversation with me.</p> |
| 182 | Survey Pitch - Chat | <p>I hope I was able to address your concern and resolve it to your satisfaction.</p> <p>At the end of this chat, you will receive a short survey. It would be great if you could stay back for a few seconds and rate this conversation with me.</p> |

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| 183 | Survey Pitch - Chat | <p>I hope your concern was addressed to your satisfaction.</p> <p>At the end of this chat, you will receive a quick survey. Your valuable input will make a significant impact towards motivating us.</p> |
| 184 | Survey Pitch - Call - Resolution provided - Customer not responding after resolution shared. | <p>Response 1: Hello. I am _____ from Zepto Customer Service. I was on the chat with you. Just wanted to confirm if the resolution given is to your satisfaction.</p> <p>Response 2: Thank you for confirming. We have a quick survey, which will take less than a minute of your time. Would it be possible for you to come back to the chat and rate this conversation with me?</p> |
| 185 | Survey Pitch - Call - Resolution can be provided - Customer stopped responding before resolution shared | <p>Response 1: Hello, this is _____ from Zepto Customer Service. I am handling the query raised by you. Since you were unavailable on chat, I thought of calling you and sharing the resolution with you.</p> <p>Response 2: Inform about the resolution. I hope this works for you.</p> <p>Response 3: Would it be possible for you to come back to the chat for just a minute and rate this conversation with me? Your feedback will go a long way to help us continue serving you.</p> |
| 186 | Rebuttal for 10-mins delivery Advertised Claim | <p>The Estimated Time to Arrival (ETA) for each order is calculated depending on factors like the weather condition, volume of orders, rider availability, traffic and some other such uncontrollable factors. The ETA for your order is always displayed on the banner when you launch the app, and on the cart page, before you make the payment. While our average delivery time for all orders is under 10 minutes, we may not always be able to deliver within that time frame.</p> |
| 187 | Delayed - Pre dispatch - First Contact | <p>We sincerely apologize for this delay. Due to unforeseen situations, it is taking longer than expected. We are doing our best to have your order delivered to you.</p> |
| 188 | Delayed - Pre dispatch - First Contact | <p>We are sorry the delivery is delayed. We are still doing our best to have your order delivered to you, as soon as possible, considering that you must need those products.</p> |
| 189 | Delayed - Pre dispatch - Repeat Contact | <p>We understand that you have reached us earlier to get a status update on your order. We are extremely sorry that you had to connect with us again to get this information.</p> <p>Due to unforeseen situations, it is taking longer than expected. We are doing our best to have your order delivered to you.</p> |
| 190 | Delayed - Pre dispatch - Order Cancellation | <p>I am sure you were looking forward to receiving the order on time, as promised and I am very sorry about this delay. As per your request, I will go ahead and cancel this order.</p> <p>If you have made an online payment, it will automatically get refunded into your account within a maximum of 3 - 5 business days.</p> |
| 191 | Delayed - Pre dispatch - Order Cancellation | <p>Since the order has not yet been dispatched I can cancel this order for you, if you wish.</p> <p>If you have made an online payment, it will automatically get refunded into your account within a maximum of 3 - 5 business days.</p> |
| 192 | Delayed - Pre dispatch - Customer request's for specific delivery time | <p>I am sorry. I wish I could give you a specific timeline for the delivery. We appreciate your patience and understanding in this one off situation.</p> |
| 193 | Delayed - Post dispatch - First Contact | <p>We sincerely apologize for this delay. Due to unforeseen situations, it is taking longer than expected. We are doing our best to have your order delivered to you.</p> |
| 194 | Delayed - Post dispatch - First Contact | <p>We are sorry the delivery is delayed. We are still doing our best to have your order delivered to you, as soon as possible, considering that you must need those products.</p> |

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| 195 | Delayed - Post dispatch - Repeat Contact | <p>We understand that you have reached us earlier to get a status update on your order. We are extremely sorry that you had to connect with us again to get this information.</p> <p>Due to unforeseen situations, it is taking longer than expected. We are doing our best to have your order delivered to you.</p> |
| 196 | Delayed - Post dispatch - Order Cancellation | <p>I am sure you were looking forward to receiving the order on time, as promised and I am very sorry about this delay.</p> <p>Since the order has been dispatched, the rider partner will still try and reach your doorstep as soon as possible. By the time the order gets delivered, should you change your mind, we understand if you ask the rider partner to take the order back.</p> <p>If you have made an online payment, it will automatically get refunded back into your account within a maximum of 3 - 5 business days, once the order is marked as cancelled by the rider partner.</p> |
| 197 | Delayed - Post dispatch - Customer requests for specific delivery time | I am sorry. I wish I could give you a specific timeline for the delivery. This is a temporary constraint. Our team is working hard to solve this as soon as possible and we should be able to get your order delivered to you very soon. We appreciate your patience and understanding in this one-off situation. |
| 198 | Delayed - Customer unwilling to wait and cancel order | I understand how upsetting this must be for you. For now, if you'd like, I can escalate this call to the floor supervisor. |
| 199 | Closing | I am glad I was able to assist you today. If you need further help, don't hesitate to contact us again. Have a wonderful day! |
| 200 | Closing | I'm happy I could resolve your concerns. If you require any further assistance, feel free to reach out. Have a great day! |
| 201 | Closing | Thank you for trusting us to resolve your concern. Have a fantastic day! |
| 202 | Closing | Thank you for giving us this opportunity to resolve your concern. If you require any further assistance, feel free to contact us again. Have a fabulous day! |
| 203 | Empathy/Reassurance | I apologize for the inconvenience this has caused. You are important to us and I'll do everything possible to resolve this issue. |
| 204 | Empathy/Reassurance | I'm sorry to hear about the difficulties you've been facing. We'll do our best to assist you and make things right. |
| 205 | Empathy/Reassurance | I want to apologize for the inconvenience you've experienced. Your feedback is valuable, and I'm committed to addressing your concerns promptly. |
| 206 | Empathy/Reassurance | I'm sorry to hear that you're feeling this way. I want to assure you that your concerns matter, and I'll do my best to assist you. |
| 207 | Empathy/Reassurance | I empathize with your concerns. We'll do everything we can to address them and provide you with a satisfactory outcome. |
| 208 | Empathy/Reassurance | I recognize the inconvenience this has caused you. Please know that we genuinely care and are committed to resolving the issue. |
| 209 | Empathy/Reassurance | I understand the impact this has had on you, and I'm here to help. Let's work together to find a resolution that meets your needs. |
| 210 | Empathy/Reassurance | I can sense your discontent, and I apologize for any inconvenience caused. We'll do our best to rectify the situation and ensure your satisfaction. |
| 211 | Empathy/Reassurance | I'm sorry to hear that you've been experiencing difficulties. We'll make it our priority to address your concerns and provide you with the assistance you need. |
| 212 | Empathy/Reassurance | I'm sorry to hear about the issue you encountered. Your satisfaction is important to us, and I'll make sure we address this promptly. Can you please provide me with more information so that I can assist you further? |

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| 213 | Empathy/Reassurance | I apologize for the inconvenience you've faced, and I appreciate you reaching out to us. Let me investigate this matter and work towards a resolution for you. |
| 214 | Empathy/Reassurance | I'm sorry about this experience and I appreciate your patience. We take your concerns seriously, and I'll do everything I can to help rectify the situation. |
| 215 | Empathy/Reassurance | Thank you for bringing this to our attention. I apologize for any inconvenience you've experienced. Your feedback is valuable, and I'll do my best to address the issue promptly. |
| 216 | Empathy/Reassurance | I'm really sorry you had to go through that. It can be quite upsetting when things don't go as expected. |
| 217 | Empathy/Reassurance | I can understand how upsetting this must be for you. I'll do my utmost to make things better and provide the assistance you need. |
| 218 | Empathy/Reassurance | I can sense your disappointment, and I apologize for any inconvenience you've experienced. Let's work together to resolve this and restore your faith in our service. |
| 219 | Empathy/Reassurance | I can understand how upsetting this must be for you, and I'm truly sorry for the distress this experience has caused. Let's work together to find a resolution. |
| 220 | Reassurance | Please be assured that your concerns are important to us, and we're working diligently to address them. |
| 221 | Reassurance | I want to assure you that we're committed to resolving this issue and making things right. |
| 222 | Reassurance | I want to reassure you that we value your feedback, and we're taking this matter seriously to ensure it doesn't happen again. |
| 223 | Reassurance | We appreciate your patience and understanding. Rest assured, we're working diligently to resolve the issue and restore your confidence in us. |
| 224 | Reassurance | I want to assure you that we're actively looking into this matter and will take the necessary measures to ensure it doesn't happen again. |
| 225 | Reassurance | I want to assure you that we're taking immediate action to address your concerns and find a solution that meets your needs. Your satisfaction is our priority. |
| 226 | Empathy/Reassurance - MQ | I can see why you might be disappointed, and I apologize for any letdown. Let's work together to find a solution that meets your expectations. |
| 227 | Empathy/Reassurance - MQ | I understand that this situation has caused you inconvenience and dissatisfaction. I want to assure you that I'm here to listen and assist you in finding a suitable solution. |
| 228 | Empathy/Reassurance - MQ | I'm sorry that we've fallen short of your expectations. Your feedback is important, and I'm committed to finding a solution that satisfies you. |
| 229 | Empathy/Reassurance - MQ | It sounds like you've been through a lot, and I'm sorry for the inconvenience this has caused you. Let's work together to make things right. |
| 230 | Empathy/Reassurance - MQ | I understand that this situation may have been distressing for you. Please know that we're here to support you and will work diligently to resolve the issue. |
| 231 | Empathy/Reassurance - MQ | I apologize for any disappointment you've encountered. I'm here to listen to your concerns and work towards a resolution that leaves you satisfied. |
| 232 | Empathy/Reassurance - MQ | I can understand how this situation has affected you, and I apologize for any inconvenience caused. Let's work together to find a solution that meets your expectation. |
| 233 | Empathy/Reassurance - MQ | Thank you for bringing this matter to our attention. I'm sorry for any trouble you've experienced. Please allow me some time to read through the details so far, and I'll work on finding a solution for you. |
| 234 | Empathy - Repeat instances | I'm sorry to hear about the repeated difficulties you've been facing. Thank you for your continued faith in Zepto. I will set this right for you. |

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| 235 | Acknowledging the Customer - Waiting for the store to respond | We've received your chat message and appreciate your patience. Rest assured, we are committed to providing you with the support you need. Please stay connected. |
| 236 | Acknowledging the customer - Chats in Queue | Thank you for reaching out to us. We acknowledge your message and will respond as quickly as possible. |
| 237 | Acknowledging the customer - Chats in Queue | We acknowledge your presence in the chat. Please give us a moment to gather the necessary information to assist you effectively. |
| 238 | Acknowledging the customer - Chats in Queue | We have received your chat message and are currently reviewing it. We appreciate your patience and will get back to you shortly. |
| 239 | Acknowledging the customer - Chats in Queue | Thank you for getting in touch with us. We see your message and are here to help. Please allow us a moment to provide you with the best possible support. |
| 240 | Validating a customer's feelings | I hear your disappointment, and I want you to know that I take your concerns seriously. |
| 241 | Validating a customer's feelings | I'm sorry to hear about the difficulties you've faced. I want you to know that your concerns are valid, and I'll work with you to find a resolution. |
| 242 | Validating a customer's feelings | I can see why this situation would make you angry, and I apologize for the negative experience you've had. |
| 243 | Validating a customer's feelings | It's understandable that you're upset, and I'm here to help address your concerns. |
| 244 | Validating a customer's feelings | I recognize that this situation may be causing you stress, and I'm sorry for the trouble. We're committed to resolving it as quickly as possible. |
| 245 | Validating a customer's feelings | I can sense your concern, and I'm sorry for any anxiety it may be causing. Rest assured, we're taking your feedback seriously and will address the issue promptly. |
| 246 | Validating a customer's feelings | I'm sorry to hear that you're feeling let down, and I apologize for any confusion caused. We value your patronage and will make every effort to address your concerns. |
| 247 | Validating a customer's feelings | Your anger is justified, and I'm sorry for any inconvenience this has caused you. |
| 248 | Validating a customer's feelings | It's clear that you're upset, and I'm sorry that we've fallen short of your expectations. |
| 249 | Validating a customer's feelings | I acknowledge your discontent, and I want to work with you to make things right. |
| 250 | Validating a customer's feelings | I have validated this concern raised by you. You are right. The product sent to you was in poor condition. I acknowledge our error and assure you that stern feedback will be shared, including the details shared by you. |
| 251 | Validating a customer's feelings | You are right. This product is indeed missing. That should not have happened. |
| 252 | Validating a customer's feelings | You are right. This is worrisome. Expired products should not have been delivered. |
| 253 | Delayed Delivery Monsoon | (Customer name), I understand that delayed deliveries can be inconvenient. We are trying our best to ensure timely deliveries while keeping in mind the safety of the delivery partners and the products that are ordered by you. Your patience and understanding can go a long way in such situations when weather conditions impact logistics. |
| 254 | Delayed Delivery Monsoon | (Customer name), we apologize for the delay in your delivery due to the monsoon conditions. We understand your concern and would be happy to provide an update on your order. As I can see, your order _____ (is on its way to you/will be dispatched soon). We appreciate your patience and assure you that we are working diligently to get your order delivered as soon as possible. We are currently unable to share a guaranteed specific timeline. We appreciate your understanding in this situation. |

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| 255 | Delayed Delivery Monsoon | <p>We sincerely apologize for the delay caused by the rains. Unfortunately, the weather conditions are beyond our control, and they are impacting the delivery services.</p> <p>You are a valued customer, and we are doing our best to have your order delivered as soon as possible, while ensuring maximum safety of the rider partner and the products ordered by you.</p> <p>Thank you for your patience and understanding.</p> |
| 256 | Delayed Delivery Monsoon | <p>We understand your urgency in receiving your order, and we apologize for the delay caused due to the monsoon. We will certainly look for possible options to expedite the delivery. However, please note that severe weather conditions may affect logistics, making it challenging to guarantee exact delivery times.</p> |
| 257 | Delayed Delivery Monsoon | <p>We apologize for the delay in your delivery due to the weather conditions. Our team understands the inconvenience this may have caused, and we appreciate your patience.</p> <p>While weather-related delays are often beyond our control, we strive to assist our valued customers as best as we can.</p> <p>Your satisfaction is important to us, and we will work towards delivering your order as soon as possible.</p> |
| 258 | Rebuttal for specific timeline for the delivery - Monsoon | <p>I wish I could offer you a specific timeline for the delivery of your order. However, the impact of the rains is unpredictable, making it challenging to guarantee exact delivery times.</p> |
| 259 | Rebuttal for specific timeline for the delivery - Monsoon | <p>I am sorry. I wish I could give you a specific timeline for the delivery. We appreciate your patience and understanding in this one-off situation. (Existing response from delayed/breach SOP)</p> |
| 260 | Cancel Order - Change of Mind - Soft denial 1 | <p>Apologies! The order once placed and confirmed by us, cannot be cancelled.</p> |
| 261 | Cancel Order - Change of Mind - Soft denial 2 | <p>Considering that we deliver in a relatively short duration, our team works very efficiently to pack your order and dispatch it in a matter of minutes. We would appreciate your understanding in this case. Once an order is confirmed it cannot be cancelled from our end.</p> |
| 262 | Rebuttal 1 - Orders were cancelled before | <p>(Customer name), we may have made a one-off exception at that time. Unfortunately, we will not be able to repeat those exceptions.</p> |
| 263 | Rebuttal 2 - Orders were cancelled before | <p>As mentioned earlier, it is a one-time exception and can truly be made only in a one-off situation. I appreciate your understanding this time.</p> |
| 264 | Order Cancellation as an exception - Pre Dispatch | <p>Ideally, once an order is confirmed by us, it cannot be cancelled. However, considering this situation, as a one-time exception, we will go ahead and cancel it basis your request because you are a valued customer.</p> |
| 265 | After Order Cancellation as an exception - Pre Dispatch | <p>Your order _____ has been cancelled. If an online payment has been made for this order, your payment will be refunded to your source account in about 3-5 business days.</p> <p>If any coupon was used while placing this order, the coupon will be available to use in the next 3 hours.</p> |
| 266 | Order Cancellation - Valid Reason - Pre Dispatch - 1 | <p>Ideally, once an order is confirmed by us, it cannot be cancelled. However, considering this situation, as a one-time exception, we will go ahead and cancel it basis your request because you are a valued customer.</p> |
| 267 | Order Cancellation - Valid Reason - Pre Dispatch - 2 | <p>I see that a couple of products have been added to/removed from the 2nd order. Would you like for me to cancel the 1st order? The order ID is _____.</p> |
| 268 | Order Cancellation - Valid Reason - Pre Dispatch - 3 | <p>Your order _____ has been cancelled. If an online payment has been made for this order, your payment will be refunded to your source account in about 3-5 business days.</p> <p>If any coupon was used while placing this order, the coupon will be available to use in the next 3 hours.</p> |

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| 269 | Offering Door-Step Cancellation - Post Dispatch | <p>(Customer name), I understand that you would like to cancel the order. However, as mentioned above, the order is already on its way to you. Hence, I am unable to cancel the order.</p> <p>You may contact the rider partner and request him to take the order back.</p> |
| 270 | Rebuttal - Order Dispatched while on chat - Order Cancellation was already offered | <p>(Customer name). I am so sorry. It looks like the order has been dispatched already. As mentioned by me earlier, our team works very efficiently to pack your order and dispatch it in a matter of minutes.</p> <p>I'm afraid I will not be able to cancel this order now. I request you to contact the rider partner using the calling option available on your Order Tracking page. Please let the rider partner know that he needs to take the order back to the store.</p> |
| 271 | Empathy - MRP dispute | <p>I am so sorry about this, (customer name). I assure you this is a one-off typo, and we will have this rectified immediately. I can only imagine how disappointing this must have been for you. Thank you for continuing to have faith in Zepto and for bringing this to our notice.</p> <p>I will surely pass this feedback to the relevant team and have this rectified on our app immediately.</p> |
| 272 | Empathy - MRP dispute - Repeated instance | <p>I am so sorry about this, (customer name). I assure you this is a rare and unintentional error, and we will have this rectified immediately. I can only imagine how disappointing this must have been for you. Thank you for continuing to have faith in Zepto and for bringing this to our notice.</p> <p>I will surely pass this feedback to the relevant team and have this rectified on our app immediately.</p> |
| 273 | Validating a customer's feelings | <p>You are right to feel that way, (customer name). However, let me assure you this is a genuine error and I will ensure that it is fixed.</p> |
| 274 | Validating a customer's feelings | <p>I can relate with your sentiment. I have had a similar experience. However, I do assure you that this is a rare error and it will be rectified.</p> |
| 275 | Validating a customer's feelings | <p>I do understand that it may seem that way, but I assure you it is a rare error. I am sharing the feedback with the relevant team as we speak.</p> |
| 276 | Validating a customer's feelings | <p>I can understand how this looks. And let me assure you this is not a practice. It is a genuine error and I will ensure that it is fixed.</p> |
| 277 | Validating a customer's feelings | <p>I understand. Anyone in your place would feel this way. I assure you that stern feedback will be shared so that such instances do not occur again.</p> |
| 278 | Empathy/Reassurance - Infested/Expired | <p>We understand that sharing images in such a state is not a pleasant experience. We thank you for helping us with the images.</p> <p>I am sorry to know about the bad quality/expired product received by you, (customer name). It is absolutely unacceptable, and I can only imagine how upsetting this must have been for you.</p> <p>I will surely pass this feedback on to the internal quality control team, including the images shared by you, to get this addressed.</p> |
| 279 | Payment Deducted, Order Not Confirmed - Empathy | <p>I am so sorry about this confusion. I assure you that your money is safe and will be returned to you. Let me check your account and get back to you with the details, please.</p> |

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| 280 | Payment Deducted, Order Not Confirmed - Confirmation | <p>You are right. The order _____ (order code column) for ₹ _____ (amount column) was cancelled. I can see that you had attempted to place the order however, the payment did not come through to us. The payment status shows as 'Authorization Failed' (or 'Timed Out' or 'Backpressed') on our system. The date and time for this failed transaction is _____ (transaction date column).</p> <p>I assure you we have received no payment from you for this order.</p> |
| 281 | Payment Deducted, Order Not Confirmed - Customer insists that payment was received by Zepto | I understand. In this case, please share a screenshot showing that the payment was deducted from your account. |
| 282 | Appreciating the customer and asking for time to check on Juspay | Thank you for this confirmation and your patience so far. Please allow me some more time to have this checked on the back end. |
| 283 | Payment Deducted, Order Not Confirmed - Repeated Reassurance | I reassure you that your money is safe. The order is cancelled on our system so no payment will be retained by us. Your money will be credited back into your account within a maximum of 3-5 business days. |
| 284 | Delayed Refund - Refund Status - Refund_Initiated - Apology/Reassurance/Buying time to check on Juspay | <p>I am so sorry about this delay in your refund being settled. I assure you that the refund has been initiated on our end. The same would be reflecting on your app as well.</p> <p>I will quickly have this checked on the back end to understand why the refund is not yet reflecting in your account. Please allow me some time to come back to you with the answers.</p> |
| 285 | Delayed Refund - Refund Status - Refund_Initiated - Repeated Apology/Reassurance after sharing update from Juspay | I understand that the refund is delayed. And I am sorry about that. However, I reassure you that your money will be returned to you at the earliest. We have taken this up with the payment gateway team and it will be sorted within (mention the TAT shared by the TL). |
| 286 | Delayed Refund - Refund Status - Refund_Processed | <p>I am so sorry about this delay in your refund being settled. I assure you that the refund has been processed on our end. The same would be reflecting on your app as well.</p> <p>In all probabilities, it means that the refund has either been credited to your account already or it will be anytime soon. While I quickly have this confirmed on the back end as well, could you please check your account once again?</p> <p>May I place this chat on hold to check the system for you?</p> |
| 287 | Delayed Refund - Refund Status - Refund_Processed - Repeated Apology/Reassurance after sharing update from Juspay | I understand that the refund seems to be delayed and I am sorry about the experience. However, I reassure you that your refund has been processed by us. It will reflect in your account soon. |
| 288 | Delayed Refund - Refund Status - Refund_Settled | I assure you, the refund has been successfully processed from our end. Could you please confirm which account you were expecting the refund to reflect in? I will also cross-check the details on the back end and get back to you with some details that you can refer to. |
| 289 | Delayed Refund - Refund Status - Refund_Settled - Customer insists that refund is not received | <p>I am sorry about this. We will need to have this checked further.</p> <p>In this case, we will need you to send the bank statement screenshot to us via email at support@zeptonow.com.</p> <p>We will have this investigated and will write back to you at the earliest as we understand the importance of resolving this issue promptly.</p> |
| 290 | Apology/Ownership - Repeated Instances | I am so sorry about this delay. Let me take a quick look at the past conversations with us to understand the issue without making you repeat yourself. |
| 291 | Validating Customer's Emotions/Ownership | I am sorry you feel that way. I assure you that I am dedicated to have this fixed for you. I will be working with you on this one till you confirm that it has been resolved. |

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| 292 | Rebuttal - Customer's Demand for an update about the actions taken (Especially in the case of a behavioural concern with the rider partner) | <p>I know how that feels and I want you to know that when we talk about sharing feedback and about taking relevant corrective actions, we mean it. You are important to us and your comfort/safety matters. Such unprofessional behaviour is not tolerated by us.</p> <p>While I may not be able to share the specific details, I assure you that I have made a clear note of the rider partner's details and the nature of your complaint. I will write to the relevant team as soon as I end this chat.</p> |
| 293 | Denying Refund for Semi-Ripe Fruit - Response 1 | As is visible in the image, the (fruit name) is/are semi-ripe. This is as described on the app. We appreciate your understanding in this case. |
| 294 | Denying Refund for Semi-Ripe Fruit - Response 2 | I understand that you were probably looking forward to immediate consumption, however, the (fruit name) is/are delivered as described on the app. Request you to give it a day or two and it will be ready for consumption. |
| 295 | Rebuttal - When the customer says that the bag was not sealed, after refund is denied using the DH validation response | Yes, that is correct. All our deliveries are made in an open bag, except for certain personal use products. However, what I meant to say is that the product itself was delivered to you in a packed/sealed condition and it was not tampered with. |
| 296 | Referral Code | You will be able to find your referral code in the settings section. On the first screen, once you launch the Zepto app, you will see the settings icon right on the top right-hand side corner, next to the wallet. |
| 297 | Referral Code | (Customer name), you will be able to refer your friends once you place at least 5 orders that are marked as delivered. |
| 298 | Referral Code | I understand that you have placed more than 5 orders. However, cancelled orders are not taken into account. As mentioned above, at least 5 orders need to be marked as delivered for the referral section to be activated on your account. |
| 299 | Referral Coupon | Request you to share the screenshot of the coupons page. |
| 300 | Referral Coupon | Please click on 'View products that don't qualify' which is printed in red. You will be able to see the products on which the coupons are not applicable. The value of the products in the cart needs to be ₹199 excluding those products. |
| 301 | Referral Coupon | The referral coupon is an auto-apply coupon hence was added to your order automatically. If you wish to use another coupon instead, all you need to do is click on the small 'x' mark on the right and then select the coupon of your choice. |
| 302 | Referral Coupon | <p>It looks like the referral coupon was not generated. Don't worry, I will help you fix that in no time.</p> <p>Please click on the menu option on the top right of the first page when you launch the app. Then you need to click on the option for 'Manage Referrals'. There, you will see the question 'Have a referral Code?'. You need to click on 'Redeem' and enter the referral code manually. After that, you need to click on 'Redeem' again.</p> <p>Once that is done, you will be able to see the 'referral coupon'. Please go ahead and try that out. I will wait for you. Once you have generated the coupon, please let me know.</p> |
| 303 | Referral Coupon | <p>I'm sorry. This seems to be a rare case and we will need to have this looked into, on the back end. Request you to allow us 24 hours to have this checked and someone will contact you.</p> <p>Please share your friend's contact number and the referral code that you have received from that friend.</p> |
| 304 | Referral Reward Coupon | I can see that your friend has used a different coupon when placing the first order. Request you to contact your friend and check the same. |
| 305 | Referral Reward Coupon | I can see that you have used a different code while placing your first order. Hence, your friend has not received a reward coupon for referring you. The coupon used by you is _____. |
| 306 | Referral Reward Coupon | I can see that your friend has used a different code while placing the first order. Hence, you have not received a reward coupon for referring your friend. To know more about the coupon used, please contact your friend. |

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| 307 | Referral Reward Coupon | We cannot share specific details from another customer's account with you. We can only share generic information pertaining to your query. I am sure you will appreciate these account security measures taken. |
| 308 | Referral Reward Coupon | As I can see on your account, the referral reward coupon has been activated on your account. The coupon code is _____. |
| 309 | Referral Reward Coupon | As I can see, the referral reward coupon has been activated on your friend's account. Please ask your friend to check the coupons section on the cart page in the app. Alternatively, your friend can contact us for the same and we will be happy to assist. |
| 310 | Referral Reward Coupon | (Customer name), the referral reward coupon was definitely activated on your account. It has already been used by you while placing the order – (Order Code). |
| 311 | Referral Reward Coupon | The referral reward coupon was definitely activated on your friend's account, and it looks like the coupon has already been used. For more details, please request your friend to contact us. |
| 312 | Referral Reward Coupon | I understand, however, we can share the account-related information with the account holder only. I am sure you would also appreciate the security measures, as a customer. |
| 313 | Callback Consent - Non-Calling Hours | Since you have reached out to us post 9 pm (non-calling hours), we request your consent to call you back immediately, in case this chat ends before we conclude and agree upon a solution. In case you're not comfortable with a call at this hour, we will reach out to you during official calling hours - between 9 am and 9 pm. |
| 314 | MRP Dispute - Differential Refund | Let me quickly process a refund for the extra amount paid for this product. I can see that the MRP mentioned on our app is ₹_____. The differential amount is ₹_____ (MRP to MRP difference) |
| 315 | Payment to Wallet for Original Source | <p>I agree that you had asked for the refund to be processed to the source account and I have followed your instruction. However, since a part of the payment for this order came from the Wallet, the refund was by default first processed towards the amount that was paid from the Wallet.</p> <p>I see that the payment of ₹_____ was made from the Wallet for this order. Hence the refund for ₹_____ was processed to the wallet as that is also considered the original source for this payment.</p> |
| 316 | 2nd Rebuttal for denying refund for Watermelon - not raw | <p>I understand your concern. However, the watermelon does look more on the pink side instead of pale, and the outer ring is white. That usually means that it is ripe. A raw watermelon would look paler than this and would have a greenish outer layer.</p> <p>Could you please taste the watermelon and confirm if it is tasting alright?</p> |
| 317 | Rebuttal for less water in coconut - coconut not opened | I understand your concern, (customer name). However, the amount of water inside a tender coconut can be confirmed by cutting it open. Please check it by opening the tender coconut & let us know. I will wait while you check that. |
| 318 | Raw Tomato - units of tomatoes in a pack | Request you to confirm if the issue is with just 1 or 2 tomatoes or if the entire pack is raw. Please share an image of the entire pack of tomatoes received, showing the ones that are raw. |
| 319 | Rebuttal for dotted marks on Pear | The dusting/dotted marks on the surface of the skin are natural. Request you to cut the pears and check if they are spoilt from inside. |
| 320 | Rebuttal for minor bruises on the skin of the fruit/vegetable. Examples - custard apple, banana, papaya, all kinds of melons, all kinds of gourds, brinjal, cauliflower, cabbage, carrot, potato, sweet potato etc. | I understand what you are saying. However, some minor bruise marks are usually found on the skin of these fruits/vegetables. These are naturally grown and the skin texture may differ. |
| 321 | Rebuttal for raw Indian cherries | The Indian cherries do have yellowish-orangish skin at times and are not always bright red. Also, the taste of the Indian cherries is naturally on the tart side and is not always very sweet. We do not add any artificial sweeteners to these fruits. |
| 322 | Rebuttal for Onions - Minor smut (black dust) | I understand what you are telling me, (customer name). The onions grow under the soil. Hence, such black dust is sometimes found on the outer layer. You will occasionally find such issues with onions and that is quite natural. We appreciate your understanding in this case. |

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| 323 | Rebuttal for Onions - Long roots | I understand what you are telling me, (customer name). Since the onions grow under the soil, sometimes the roots stay attached to the onions and can easily be cut off before consumption. You will occasionally find such issues with onions and that is quite natural. |
| 324 | Rebuttal for Potatoes - nail-sized cut marks and minor sprouts | I understand what you are telling me, (customer name). The potatoes grow under the soil. Hence, such minor marks/sprouts are sometimes naturally found on the skin |
| 325 | Rebuttal for Potatoes, sweet potatoes and colocasia - minor muddy, dark appearance | I understand what you are telling me, (customer name). However, potatoes are grown under the soil and while we do clear out the larger lumps of soil, a little bit of residual mud may sometimes remain. These should easily come off once rinsed. |
| 326 | Rebuttal for Carrots - green/red ends | I understand your concern. However, the carrots grow under the soil and some discolouration can be naturally found on the ends sometimes. I assure you, the carrots are not spoilt and are good to consume. |
| 327 | Denying refund for a product from the assorted Range - Response 1 | <p>I understand that you were expecting the product to be exactly the same as the image displayed on our app and are disappointed with the differences you have observed. However, as is mentioned in the description of the product, it has an assorted range.</p> <p>Since the product has been delivered as is described on the app, we will not be able to process any refund for it.</p> |
| 328 | Denying refund for a product from the assorted Range - Response 2 | <p>I understand how you feel. However, I would like to clarify that an assorted range means it consists of various colours and designs. Our app displays a representative image to provide customers with an idea, but the exact item received may vary.</p> <p>The product has been delivered as per the description on the app.</p> <p>Is there anything else I may assist you with?</p> |
| 329 | Denying refund for a product from the assorted Range - Response 3 | <p>I agree that the product you have received has a different colour/design compared to the image displayed on the app. And, to ensure transparency and prevent any misleading information, we clearly state in our description that it is assorted.</p> <p>Considering these factors, we reconfirm that we have delivered as ordered by you and are unable to process a refund.</p> <p>If there is no other concern, I will need to close this chat.</p> |
| 330 | Late Night Handling Charge | <p>Our riders and packers go the extra mile to ensure your orders are delivered safely late at night. This fee is levied to ensure that they are rewarded fairly.</p> <p>You will see an icon on your app, that has a lowercase 'i' with a circle around it, next to the charge applied. That is the Information Symbol. If you click on it, you will be able to see an explanation for this fee.</p> |

[1] We should avoid offering a coupon in this case and offer a refund to the source account only.

[2] We should avoid offering a coupon in this case and offer a refund to the source account only.

[3] We should avoid offering a coupon in this case and offer a refund to the source account only.