

Support Ticket ID: 790-DEF

Customer Name: Mark Johnson

Subject: Received wrong item in my order

Initial Complaint (Email):

Hello,

I placed an order for the SmartFit Band 2 (Order #SF-98765), but instead, I received a regular fitness tracker that's not even the right brand. This is extremely disappointing. I was excited to start using the SmartFit features, but now I'm stuck with something I didn't order.

Please correct this mistake immediately. I expect to receive the correct product as soon as possible.

Follow-up Chat Log:

Agent (Lena):

Hi Mark, I'm really sorry about the mix-up with your order. I understand your frustration and will do everything I can to fix this.

Mark Johnson:

I just don't understand how this could happen.

Agent (Lena):

It looks like the warehouse team mislabeled a few packages during dispatch. We're issuing a new shipment today with the correct SmartFit Band 2 and it'll be shipped express.

Agent (Lena):

You can keep the item you received, no return needed. And we're adding 10% off your next purchase for the inconvenience.

Mark Johnson:

Okay, that helps. Thanks for resolving it quickly.