GENRIC COMMUNICATION PLAY BOOK

https://docs.google.com/spreadsheets/d/e/2PACX-1vQlNshFUIDAFJ2kzEJm86AboOKEoGHyblanKoLUtiaHhG1oSm0HtUMP-CULqUr1DxqHN12c9jhH8e7w/pubhtml#

BUY BACK GURANTEE TERMS AND CONDITIONS

Terms & conditions (for mobiles):

The Buyback Guarantee Policy is non-transferrable.

The Buyback Guarantee has a 10 day return policy and can be cancelled within the 10 day period from the delivery of the product. The Buyback Guarantee Price will be refunded upon such cancellation. The Buyback Guarantee cannot be canceled after the 10 day period and the Buyback Guarantee Price shall be non-refundable thereafter.

On exercising the Buyback Guarantee, the Customer shall receive the Buyback Guarantee Value on the purchase of a New Phone sold by select sellers between 6 - 12 months from the date of delivery of the Original Phone. The Customer shall not be entitled to avail the Buyback Guarantee prior to or post the time period set forth above.

The Buyback Guarantee Policy is only applicable on a limited inventory.

In the event that the Original phone is returned within the return period, the Buyback Guarantee Price for the Buyback Guarantee Policy which was bought by the customer along with the Original Phone shall be refunded.

The price of the New Phone shall, at all times, be higher than the Buyback Guarantee Value. Further, the Customer shall not be entitled to receive cash or any other form of compensation in lieu of the Buyback Guarantee Value.

This Buyback Guarantee cannot be clubbed with any other exchange offer, at the time of exercise of the Buyback Guarantee.

The original box, charger and accessories of the Original Phone would need to be returned in good working condition, along with the Original Phone, while exercising the Buyback Guarantee. The original box should not any tears or dents, and the original charger and accessories should be in working condition and without any body damages or missing parts. In case the customer fails to provide either original box, charger and accessories for the Original phone under the conditions specified above, the BuyBack Guarantee Value shall be reduced by a certain specified amount mentioned in the product page.

While exercising the Buyback Guarantee, a field executive shall visit the location of the Customer for the pick-up and shall conduct the following checks on the Original Phone:

The operating system of the Original Phone shall not be rooted or modified ;

The Original Phone switches on and should be in switch on mode for a minimum of 30 seconds without connecting to charger;

The IMEI of the Original Phone, provided by the Customer in the Flipkart website at the time of purchase of the New Phone, is correct and there is no mismatch;

Phone screen and the body of the Original Phone is not in damaged or broken condition and the Original Phone is in working condition;

Original box, charger, headphones and accessories are provided in good working condition; and

Screen lock should not be active (all forms of screen lock viz; pattern, pin, password, fingerprint, face recognition, smart Lock, etc. needs to be de--activated).

An online quality check may be conducted and no test shall be skipped;

If the Original Phone satisfies all the quality checks stated above, only then will the Customer be eligible to avail the Buyback Guarantee. If any or all of the quality checks stated above are not satisfied, the transaction may be cancelled or there may be a deduction to the discount value. The quality check shall be to the satisfaction of the field executive and his decision shall be final in this regard. The field executives, may, at their sole discretion perform additional checks to assess the condition of the device at the time of exercise of the Buyback Guarantee.

The Customer shall not have any claim/ownership over the Original Phone and the accessories after the pickup is complete.

The Buyback Guarantee can be exercised only on purchase of the New Phone to be delivered in select pin codes. Please check whether the pin code is eligible for the Buyback Guarantee prior to exercising the Buyback Guarantee. It is to be noted that the Buyback Guarantee may not be exercisable if the Customer changes his address after the purchase of the Original Phone.

Further, at the time of exercise of the Buyback Guarantee, the Customer shall be required to read the detailed terms and conditions and accept these terms and conditions for the Buyback Guarantee to be exercised.

It is to be noted that there may be a nominal fee charged to the Customer for pick-up of the Old Phone at the time of exercise of the Buyback Guarantee.

The Buyback Guarantee can be exercised only if the New Phone purchased belongs to mobile phones sold by a select set of sellers. The current list of eligible sellers include: Retail Net, OmniTech Retail, IndiFlash Mart, SuperCom Net, TrueCom Retail. The list of eligible sellers may change over time. Please check with Flipkart Customer Support whether the Buyback Guarantee is applicable on the New Phone being purchased prior to the exercise.

In the event that the Original Phone is exchanged for another phone of the same model as the Original Phone by reason of the Original Phone being defective or dead on arrival, the 180-240 days timeframe for exercising the Buyback Guarantee, shall commence from the date of delivery of the Original Phone.

Further, at the time of exercise of the Buyback Guarantee, the Customer shall be required to read the detailed terms and conditions and accept these terms and conditions for the Buyback Guarantee to be exercised.

ELIGIBILITY CRITERIA:

This Buyback Guarantee is valid only in India. The minimum age of the Customer to participate in the Buyback Guarantee shall be 18 years.

The Buyback Guarantee is open to only end customers and not resellers.

The Original Phone and New Phone has to be bought on Platform.

The Buyback Guarantee can be exercised only upon the purchase of a New Phone on flipkart.com sold by select sellers in exchange for the Original Phone. Upon the exercise of the Buyback Guarantee, the Customer shall be required to exchange the Original Phone for a New Phone sold by select sellers on flipkart.com.

The Buyback Guarantee is specific to the Customer who purchased the Original Phone and the Buyback Guarantee will be valid only for the purchase of the New Phone from the same account as that of the Customer who bought the Original Phone.

GENERAL TERMS AND CONDITIONS:

This document is an electronic record in terms of Information Technology Act, 2000, and the Rules thereunder as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.

The Customer releases and holds harmless Flipkart and Fair Value Retail, its agents, affiliates, and employees from and against any claims, damages, or liability of any kind, including personal injuries, death, or property damage, or any direct, indirect, consequential, incidental or other damages, which the Customer or anyone else may suffer as a result of participation in this Contest or the acceptance or use of the Prize.

The Buyback Guarantee is valid only on a limited inventory and is valid only for a limited period of time.

The Customer agrees that his contact details can be shared by Flipkart with Fair Value Retail. Flipkart Order ID and contact details of the Customer will be shared by Flipkart with Fair Value Retail for verification purposes. The usage of personal data is subject to Fair Value Retail’ privacy policy and Flipkart’s privacy policy here: http://www.flipkart.com/s/privacypolicy. By participating in the Buyback Guarantee, Customers agree to the collection and usage of their personal information by Fair Value Retail and acknowledge that they have read and accepted Fair Value Retail’ and Flipkart’s privacy policy.

The operation of the Buyback Guarantee is subject to force majeure events and on occurrence of such an event, the Buyback Guarantee may be withdrawn at the sole discretion of Fair Value Retail and Fair Value Retail shall not liable for damages under any circumstances. The Buyback Guarantee Price shall be refunded by Fair Value Retail in such an instance.

Flipkart hereby excludes and disclaims all liabilities, whether direct or indirect, that may arise, due to the Buyback Guarantee, including but not limited to postponement or cancellation of the Buyback Guarantee. The Customer shall contact Fair Value Retail for any disputes/issues related to the Buyback Guarantee and Flipkart shall not be held liable for any such disputes/issues. Further, the Customer agrees that for any defects regarding the Product, the Customer shall have a direct recourse against the seller of the Product and Flipkart shall not be held liable.

Fair Value Retail shall be solely responsible for fulfilling the terms of this Buyback Guarantee. Flipkart shall not be liable for any loss, injury or any other liability arising to the customers as a result of the Fair Value Retail’ failure to honor its obligations with respect to the Customer. Any claims made by the Customer owing to any act or omission by Fair Value Retail with regard to the Buyback Guarantee shall be the sole liability of Fair Value Retail, and Flipkart shall not be liable in this regard.

Buyback Guarantee is subject to federal, state and local laws and regulations and is void where prohibited by law. In the event that the operation, security, or administration of the Buyback Guarantee is impaired in any way for any reason, including, but not limited to fraud, virus, or other technical problem, Fair Value Retail may, in its sole discretion, either: (a) cancel the Buyback Guarantee and refund the Buyback Guarantee Price; (b) suspend the Buyback Guarantee to address the impairment and then resume the Buyback Guarantee in a manner that best conforms to the spirit of these laws.

By entering into this Buyback Guarantee, the Customer agree to indemnify and keep Flipkart harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorney's fee) that may be suffered by Flipkart as a consequence of (i) violation of terms of this Policy by the Customer; (ii) violation of applicable laws; (iii) any action or inaction resulting in wilful misconduct or negligence on the Customer’s part.

All taxes or liabilities payable to any regulatory authority shall be borne by the Customer and/or billed to the account of the Customer.

The Buyback Guarantee and the Terms and Conditions herein shall be governed by the laws of India. Any disputes in relation to the Buyback Guarantee shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The seat of such arbitration shall be Bengaluru. A sole arbitrator shall preside over the arbitration proceedings with such sole arbitrator appointed by Fair Value Retail.

The Customer is required to note that this Buyback Guarantee cannot be availed along with any other product exchange offer being run by Flipkart. If the Customer avails the Buyback Guarantee, these terms and conditions shall be the entire terms and conditions applicable to such Buyback Guarantee and no other terms and conditions with respect to the exchange of the Product shall be applicable. Subject to the above, all the terms and conditions of the Buyback Guarantee as given hereof and standard terms and conditions, user agreement, privacy policy (subject to change) of www.flipkart.com shall be applicable on the Customer. In the case of any conflict between the terms and conditions contained herein and the terms and conditions, user agreement, terms of use and privacy policy of flipkart.com,, the terms and conditions, user agreement, terms of use and privacy policy on flipkart.com shall prevail.

BAJAJ FINSERV NO COST EMI TERMS AND CONDITIONS

Bajaj Finserv T&C

I understand that payment through the Bajaj Finserv EMI Card is available on select products sold by select sellers only

I understand that in a single transaction, payment through Bajaj Finserv EMI Card can be made for a single product purchase only.

I understand, agree and accept that upon selecting the product for purchase and completing sale transaction using Bajaj Finserv EMI Card option, I am submitting a valid loan application to Bajaj Finance Limited (BFL) governed by the Master Terms and Conditions applicable to Loans for Consumer Durable, Digital, Life Style Products and EMI Cards available at www.bajajfinserv.in/finance. By completing the product purchase through the Bajaj Finserv EMI Card option, I will be deemed to have read, fully comprehended and accepted the BFL Loan Terms

I confirm having read and fully comprehended the various available EMI schemes for the purchase of this product including the total loan amount, the EMI payable to BFL, the loan tenure.

I understand that BFL does not require any down payment for processing the Loan, unless expressly specified.

I understand that if my purchase transaction date is before 23rd of a month, first EMI will be charged in 1st week of the succeeding month.

I understand that by submitting the Application, I/We hereby provide consent for receiving communications from BFL, its group companies, agents/ representatives in relation to this Application and Loan including promotional communications through any mode (including without limitation through telephone calls / SMSs / emails). I confirm that laws in relation to the unsolicited communication referred in ///National Do Not Call Registry/// (the ///NDNC Registry///) as laid down by Telecom Regulatory Authority of India will not be applicable for such communication received from BFL, its group companies, agents/ representatives.

Offer is applicable on select products and brands.

If you wish to get a Bajaj Finserv EMI card, please check out the eligibility and process of application on their website www.bajajfinserv.in/finance/ In the event the user returns any/all products in the order placed during the Offer Period, thereby not maintaining the minimum purchase value, as required to avail the Offer, he/she shall not be eligible for the Offer. Accordingly, the amount availed as a discount under the Offer shall stand deducted from any refund(s) processed for the returned product(s).

NO COST EMI TERMS AND CONDITIONS

Terms and Conditions

1. This offer is available to Flipkart Axis Bank Credit Card holders on select products sold by select sellers only. These customers will be able to view the offer on their payment page. No other customers will be able to avail of this offer.

2. Any person availing this Offer shall be deemed to have accepted these terms and conditions.

3. Axis Bank and Flipkart reserve the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary these terms and conditions or to replace, wholly or in part, this offer by another offer, whether similar to this Offer or not, or to extend or withdraw it altogether.

4. Cardholders are not bound in any way to participate in this Offer. Any participation is voluntary and the Offer is being made purely on a best effort basis.

5. Nothing herein amounts to a commitment by Flipkart to conduct further, similar or other offers.

6. The above Offer is by way of a special offer for Flipkart Axis Bank Credit Card holders only and nothing contained herein shall prejudice or affect the terms and conditions of the card member agreement. The terms of the above schemes shall be in addition to and not in derogation of the terms contained in the card member agreement.

7. The discount applicable on opting for this offer is being offered exclusively by sellers/brands and does not amount to EMI/interest waiver extended by the bank

8. I understand and confirm that I will need to pay applicable EMI and interest on total value of the order at the time of payment to the bank in accordance with the terms applicable to the debit card. The interest cost charged by the bank over time is being given back to me upfront at the time of this purchase and netted off in the Invoice amount.

9. The discretion to allow the payment lies with the bank issuing the credit card. Flipkart will have no obligation or liability in the event the bank refuses to process the transaction for any reason

10. The Bank charges annual interest rates according to the reducing monthly balance. In the monthly reducing cycle, the principal is reduced with every EMI and the interest is calculated on the outstanding balance

11. I understand that if I fail in timely payment of EMI, there may be additional interests/penalty which may be levied by the bank which may be higher than the discount offered under this scheme

12. Any returns/cancellation will be as per Flipkart’s return/cancellation policy. In case of any kind of return/refund in an EMI transaction, interest already billed in a particular transaction will not be refundable under any circumstances

13. Flipkart will not charge a processing fee for availing EMI option. Bank may however charge processing fee or cancellation charges as per the banks policies. Such charges shall be paid by me and will not be refundable even in the event of return/cancellation of the order

14. I may check with the respective bank/issuer on how a cancellation, refund or pre-closure could affect the EMI terms, and what interest charges would be levied on me for the same

15. Flipkart retains the right to modify or cancel this scheme at its sole discretion

16. I understand that for select products there may be a constraint on number of purchase transactions that can be made per credit card. Also, there may be a constraint on the maximum number of products that can be purchased under this offer in a single transaction.

17. Any query regarding the program will be entertained till July 1st 2021. Post such date, Axis Bank and Flipkart will not entertain any correspondence or communication regarding this Program from any persons.

19. Bank does not endorse any of the products or brands being offered under the Program and will not accept any liability pertaining to the quality, merchantability, fitness, delivery or after sales service of such products which shall be at the sole liability to sellers on the Platform.

18. Pictures of products shown in the communication sent to the customer either through mailers or advertised on the website, are representative only and may not bear a resemblance to the actual products. None of the parties shall under any circumstances be responsible towards the same.

19. Products offered under this program are subject to availability from the respective participating merchants/sellers on the Platform and accordingly Bank or Flipkart in no circumstances shall be liable for non-availability of any of the products.

20. Under no circumstance will the offer/discount being offered under this Program be settled with cash in lieu by Bank or by Flipkart.

21. Returned transactions, disputed or unauthorized/fraudulent transactions will not be considered for the Offer

22. Axis Bank will not entertain any correspondence regarding the validity or acceptability of any additional benefits offered by seller(s) on products/services made available by it and the same shall be at the sole risk and consequences of such seller(s) and without reference to Bank.

23. By participating in this Offer you agree to be bound by these terms and conditions of the Offer, standard terms and conditions, terms of use, privacy policy (subject to change) of the Platform and the terms and conditions of respective seller shall be applicable on the Cardholder.

24. The Cardholder shall indemnify and hold Flipkart, Axis Bank and/ or seller(s) harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorneys fee) that may be suffered by Flipkart, Bank and/ or seller as a consequence of (i) violation of these terms and conditions, of the terms of user agreement, privacy policy (subject to change) published on the Platform, by Cardholder; (ii) violation of applicable laws by Cardholder; and (iii) any action or inaction resulting in willful misconduct or negligence on the part of the Cardholder.

25. All government Levies like Sales Tax, TDS, any Local Tax, Octroi etc., shall be payable by the Cardholder as applicable at the time the respective Offer.

26. This Offer shall be subject to all applicable laws, rules and regulations which are in existence and which may be promulgated anytime by any statutory authority.

27. All liability with respect to the products purchased lies with the respective sellers and neither Flipkart nor Bank shall be in any way responsible for the same.

28. This Offer is valid only in India. The minimum age of such Cardholder shall be 18 years.

29. Further, as required by applicable law, in the event that the Cardholder makes a purchase of an amount equal to or above Rs. 2,00,000, the Cardholder will be required to upload a scanned copy of his/her PAN card on the Platform, within 4 days of making the purchase, failing which, the purchase made by the Cardholder will be cancelled. The requirement to submit the PAN card arises only once and if it has been submitted once by the Cardholder, it need not be submitted again. The order of the Cardholder will be cancelled if there is a discrepancy between the name of the Cardholder and the name on the PAN Card.

30. This document is an electronic record in terms of Information Technology Act, 2000, and the Rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures. In the event the user returns any/all products in the order placed during the Offer Period, thereby not maintaining the minimum purchase value, as required to avail the Offer, he/she shall not be eligible for the Offer. Accordingly, the amount availed as a discount under the Offer shall stand deducted from any refund(s) processed for the returned product(s).

FLIPKART SMART UPGRADE PLAN DETAILS

FAQ’s

How does Flipkart Smart Upgrade Plan work?

Add Flipkart Smart Upgrade Plan along with your Samsung phone and pay using Credit Card Credit Card EMI or Bajaj Finserv EMI Card to get an instant advance of up to 30% on your purchase. The advance will be applied as an instant discount on the payment page once you select either Credit Card, Credit Card EMI or Bajaj Finserv EMI Card as the mode of payment and enter the card number.

After 12 months,

Want a new phone? Purchase a new phone on Flipkart and give back your original phone.

Want to keep your phone? Make a payment for the instant advance amount received at the time of purchase

Please note, the discount is being offered as an advance against the value of the phone after 12 months. In case you do not give back your device or return the advance amount, your phone will get locked until the remaining payment is made. Flipkart Smart Upgrade Plan is available on select Samsung models only.

How do I buy Flipkart Smart Upgrade Plan? What happens if I do not use Credit Card, Credit Card EMI, Bajaj Finserv EMI Card to complete the payment?

Flipkart Smart Upgrade Plan can be purchased on select Samsung smartphones sold by select sellers for a nominal fee. You will need to add the ‘Flipkart Smart Upgrade Plan’ digital product by clicking on the ‘+’ button and click on Buy Now. Please choose Credit Card/Credit Card EMI/Bajaj Finserv EMI Card on the Payments page in order for the offer to get applied.

If you do not use Credit Card/Credit Card EMI/Bajaj Finserv EMI Card to complete the payment, you will not get the instant advance on the purchase of your first phone.

I paid using Debit Card/UPI/Cash on Delivery and did not get the Instant Advance amount? Can I get the offer now?

We recommend that you cancel your purchase if this option is available and purchase the phone and Flipkart Smart Upgrade Plan once again. Please ensure that you check if the phone is still in stock and make the payment using Credit Card/Credit Card EMI/Bajaj Finserv EMI Card.

In case you are not cancelling the purchase, you will be eligible to get a discount equal to the instant advance amount when you give

Give your current phone for a new phone on Flipkart within the specified window.

How do I exchange my device after 12 months under the Flipkart Smart Upgrade Plan?

At the end of 12 months, you will be able to redeem the Flipkart Smart Upgrade Plan value by purchasing another smartphone on Flipkart sold by select sellers. If you wish to exchange

Your device, at the time of purchase of your next phone, you simply opt for 'Claim Flipkart Smart Upgrade/Claim Buyback' on the product page. Post your order placement, the wishmaster will take back your old phone and handover your new phone. Your old phone should fulfil the checks performed during pickup.

In case I want to keep the phone, how can I repay the discount amount?

At the end of 12 months, you will be able to make a payment by visiting the My Account or My Orders section on Flipkart.

What will happen if I don’t give my device or return the discount amount after 12 months?

If you do not give back the device or return the discount amount within the stipulated time, your device will be locked using Samsung Knox Guard software and you will not be able to use the device anymore until the due amount is repaid.

What checks will be performed by the wishmaster at the time of pickup?

Brand and model of the old device should match with the original device purchased on Flipkart with the Flipkart Smart Upgrade Plan.

The IMEI number of the old device should match with the original device purchased on Flipkart with the Flipkart Smart Upgrade Plan.

The phone should switch on and should be in the ON mode for a minimum of 30 seconds without being connected to a charger

Phone screen and the body of the phone should not be damaged or broken. Products with the following issues will not be picked up:

Dead pixels, spots, lines or static on any part of the screen/display

Cracks on the screen or light emitting from the side of the screen

Cracks on the panel, dents in the body, swollen handsets and devices with missing buttons missing

Devices with damaged charging port

Original box, charger, headphones and accessories to be returned are in good condition

Screen lock should not be active (all forms of screen lock viz; pattern, pin, password, fingerprint, face recognition, smart lock, etc. need to be deactivated).

Is Flipkart Smart Upgrade Plan available across all pin codes?

You can avail the Flipkart Smart Upgrade Plan from all pin-codes where Flipkart offers product pick-up facility.

The option to give my phone becomes valid only starting June 1st, 2021. Can I give back my phone or repay the Instant Advance amount before this date as well?

No, the option to give back your device or repay the Instant Advance amount would be available only in the specified window.

Do I have to compulsory return the phone if I purchased the phone on Flipkart Smart Upgrade Plan?

You can do one of the following:

Keep your old phone and make the payment for the discount amount

Purchase your next phone on Flipkart and give back your old phone

I have added Flipkart Smart Upgrade Plan but I am still being charged 100% of the price of the phone. Why am I not getting the offer?

Please ensure that you have selected Credit Card/Credit Card EMI/Bajaj Finserv EMI Card as the payment instrument on the Payment Page and entered the card number, in order for the offer to get applied. In case the offer is still not getting applied, please check the following:

Please ensure that you have not combined the payment with any gift vouchers or Supercoins.

Smart Upgrade Plan will not be applicable if you are clubbing the purchase with an exchange offer or buyback guarantee redemption. Smart Upgrade Plan cannot be availed more than twice per customer.

Smart Upgrade Plan is only available in select pin codes.

The Smart Upgrade Plan is not applicable on transactions made through PhonePe or PayTM payment option or any other wallet.

The Smart Upgrade Plan can be availed on each variant of eligible Samsung mobile phones only once per card. For example, if you have already availed Smart Upgrade Plan on Samsung Galaxy F41 (Fusion Black) once, you will not be able to avail the Plan again unless you are using a different card.

If I decide to exchange my phone for a new phone on Flipkart, will I get any discount on the second phone?

No. At the end of 12 months, if you decide to give back your first phone and purchase a new phone on Flipkart, there will not be any discount offered on the second device for returning your first phone.

Can I buy Flipkart Smart Upgrade Plan post the purchase of the smartphone?

As of now, you can only purchase Flipkart Smart Upgrade Plan along with the purchase of a smartphone on which the Plan is applicable.

Are there any conditions for this program?

The device on which the Flipkart Smart Upgrade Plan is availed shall not be eligible for resale and by opting for this program, you undertake not to resell or lease the device during the program period. In case you opt to give back the device at the end of 12 months, certain checks will be performed by the Flipkart wishmaster at the time of pickup to enable a smooth process. The process may not be successful if all the required conditions are not fulfilled and you may have to repay the instant advance amount.

Do I need to return the original box, charger and accessories along with my phone?

Yes, you need to return the original box, charger and accessories along with the phone to complete the process.

What happens when I cancel my phone order?

If you choose to cancel your phone order, the price of the phone and the Flipkart Smart Upgrade Plan will be refunded to you, and the program stands cancelled.

Can I cancel or return the Flipkart Smart Upgrade Plan?

No, the Flipkart Smart Upgrade Plan cannot be cancelled or returned.

Are there any pick up charges applicable to pick up my old phone?

Yes, nominal pick up charges are applicable.

Is Flipkart Smart Upgrade Plan available across all pin codes?

You can avail the Flipkart Smart Upgrade Plan from all pin-codes where Flipkart offers product pick-up facility.

REFUND STATUS

TYPE 1 ORDER CANCELLED TIME

customer stated want to know his refund status because the order was cancelled and he stated the refund was not credited to him and we check its completed and we stated the details you can receive after 9.00am through SMS.

TYPE 2 REFUND CONFIRMATION

customer want to know his refund status because he stated he didn't get his refund and we check our side its completed. and we stated we can provide the refund details through SMS after 9.00am

TYPE 3 WAIT ON SLA DATE FOR REFUND CONFIRMATION

customer want to know his refund status because he stated he didn't get his refund and we check our side its completed. and we stated please wait on SLA date on or before the refund confirmation come to you from your bank side also.

TYPE 4 customer want to know the refund details and we provide the information through SMS.

TYPE 5 REFUND COMPLETED BUT NOT REFLECT TO THE BANK

customer want to know the refund status because the refund was completed our side but the amount was not reflecting to bank side so still he didn't get his refund confirmation and we stated please wait on tat on or before the team will try to contact you and provide the resolution of your quire. alt no;

WAIT FOR SMS

we stated to the customer please wait for after 10.00am the details will provide you

CUSTOMER WANT TO DON'T KNOW ANYTING

customer want to know anything in this call because he know the solution before call back so we didn't provide any information in this call.

SERVICE CENTER DETAILS

TYPE 1 THROUGH SMS

customer want to know about the service centre details because he is facing an issue with the product and we provide the details through SMS.

TYPE 2 INFORMATION PROVIDING ON CALL

customer want to return the product because he is facing an issue with the product and we check the policy and it was completed and brand warranty is there so we provide the details through on call.

SERVICE CENTER DENIAL

customer stated he is facing an issue with the product and he want to claim the brand service but the service center has denied his request because they stated it is duplicate product and its not eligible for the service so the customer want to know is this duplicate or not and he submitted all details as like invoice, warranty details also but the service center was denied his request and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

SERVICE CENTER DETAILS NOT PROVIDED

customer stated he is facing an issue with the product and the policy is over but warranty is there and there is no service center details are not mentioned in the product page and yoda so we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

FLIPKART FRANCHISE PROCESS

Inform that the person interested in associating with Flipkart as a logistics partner or taking logistics franchise can write an email to admenquiry@flipkart.com with all the primary details like Name, Contact number, Type of business, Handling capacity, Preferred Location(s) of operation

TAT for revert from the backend team- 48-72 hours

JEEVES CUSTOMER SERVICE NUMBER

Web link: https://www.jeeves.co.in/support

Contact numbers: 91-9972600036,080-46089444,180042525252,

Email: support@jeeves.co.in

VIRTUAL WORKSPACE LINK

https://tmsecure1.techmahindra.com/

GENERIC

TYPE 1 CUSTOMER WANT TO ANYTHING IN THIS CALL

customer want to know anything in this call so the call was disconnected by the customer side. we didn't provide any information in this call.

TYPE 2 CUSTOMER DISCONNECT THE CALL

Customer was not respond in the call and we try to speak with the customer but there is no response from his side and he disconnect the call so we didn’t provide any information to the customer as per the reason.

Customer was not respond in the call and we try to speak with the customer but there is no response from his side and we disconnect the call through disclaimer so we didn’t provide any information to the customer as per the reason.

Customer was not respond in the call and we try to speak with the customer but there is no response from his side and we disconnect the call through disclaimer and we didn't provide the tat date to the customer in this call.

TYPE 3 PRODUCT PURCHASE QUIRES

customer want to know the details of the product because he want to purchase the product and he want to know the specifications of the product so we provide the information to the customer as per the doubt and provide the self serve steps to the customer how to check the specifications in the product page.

TYPE 4 OFFER RELATED

Customer want to know the offer on the product due to he want to buy a order and he want to know the product offer details and we provide the information to the customer as per the customer wish and provide the self serve steps to the customer how to check the offers in his app.

TYPE 5 DEBIT CARD EMI

Customer want to know the eligibility of the debit card for purchasing on the product because he want to purchase a order on EMI. But there is no credit card to him so he want to check the debit card eligible status and we provide the information to the customer how to check the eligibility status and provide the SMS number 5757575 to send the SMS like DCEMI so they provide the information to you.

TYPE 6 WAIT ON TAT

TYPE 1

We stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

TYPE 2

and we raise the return and stated please check the mail id and after the return status was updated and you know the information of the return product alt no;

CALL DROP

TYPE 1

customer want to talk with us after sometime due to some personal issues and he want call back request after some time please call back him.

TYPE 2

customer want to talk with us after sometime due to the technical issue and he want the call back request after some time so please call back him after some time.

TYPE 3

while talking on the issue call was disconnected from customer side and we didn't provide the information to the customer as per the call was disconnected.

TYPE 4

information providing time call was disconnected by the customer so information not provided to the customer.

TYPE 5

information providing time customer not responding in the call and we disconnect the call through disclaimer.

after provide the information to the customer not responding in the call and we disconnect the call through disclaimer.

INVOICE REQUEST

customer want to know the process of the invoice download due to he want the invoice on the product warranty and we provide the information to the customer as per the quire.

You can easily download the invoice from your 'My Orders' page by selecting the product you wish to get an invoice for and clicking on 'download'. You can then print the invoice as needed

OUTLOOK WEB LINK

https://chnowa.techmahindra.com/owa/#path=/mail

https://chnowa.techmahindra.com/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2fchnowa.techmahindra.com%2fowa

DELAY IN DELIVERY

TYPE 1 PROMISE DATE BREACEHD ONE TIME

customer stated he want to know about delivery status because his promise date breached and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

TYPE 2 PROMISE DATE BREACHED TWO TIMES

customer stated he want to know the status of the product because two times promise date was breached and he raise the request on the issue still there is no update on the issue and he want to know the delay reason and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

TYPE 3 PRMOISE DATE AND TAT BREACED TWO TIMES

customer stated he want to know the status of the product because two times promise date was breached and he raise the request on the issue and the tat date also breached still there is no update on the issue and he want to know the delay reason and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

DELAY IN SHIPPING

Customer want to know the status of the product because he place the order and the confirmation also done the status updated as still approved and there is no update on the product status and the promise date also breached so customer want to know the reason and resolution so we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

STATUS CHECK

TYPE 1 WAIT ON PROMISE DATE

customer want to know about his delivery status and we stated please wait on promise date on or before wish master try to deliver the product and we provide the self serve steps how to track the order in his phone.

TYPE 2 PROMISE DATE BREACHED AND RE ARRANGE PROMISE DATE

customer want to know his order status because the promise date breached and re arrange the promise date and we stated please wait on promise date on or before wish master try to deliver the product and we provide the self serve steps how to track the order in his phone.

TYPE 3 PRODUCT BEFORE DELIVER PROMISE DATE- [PRIORITY DELIVERY]

customer want to deliver the product before promise date due to some personal issues and we stated please wait on promise date on or before wish master try to deliver the product. and provide the self serve steps how to track the order in his phone.

TYPE 4 TODAY IS THE PROMISE DATE

customer stated he want to know about his order status because today is the promise date and we stated please wait 7.00pm on or before wish master try to deliver your product.

customer stated he want to know about his order status because today is the promise date and we stated please wait 7.00pm on or before we are expecting wish master was deliver your product.

customer stated he want to know about his order status because today is the promise date and we stated please wait 7.00pm on or before wish master try to provide the update of your product. otherwise call back us and we raise the request on the issue and team also will try to contact you and provide the resolution of your quire.

TYPE 2 FOR LARGE APPLAINCES TODAY IS THE PROMISE DATE

customer stated he want to know about his order status because today is the promise date and we stated please wait the product was given time on or before wish master try to deliver your product.

SHEDULE DELIVERY

TYPE 1 POSSIBILITY

Customer want to know the status of the product and he want to extend the deliver date due to some personal issues and we check the eligibility and change the date as per the customer wish and stated please wait some time while the status updated and also you know the information about the change.

TYPE 2 NOT POSSIBLE TO CHANGE THE DATE

Customer want to know the status of the product and he want to change the product deliver date due to some personal issues and we check the status its in shipped state so we stated as per the status the change was not possible. So we deny the customer request politely. As per the update.

ADDRESS CHANGE POSSIBILITY

customer want to change the address because he order placing time he put wrong address and also now the order stage in shipping stage so he want to change the address and we check the availability and change the address to the customer and stated please wait on some time after you will know the status of the address change request update.

ADDRESS CHANGE NOT POSSIBLE

customer want to change the address because he order placing time he put wrong address and also now the order stage in shipping stage so he want to change the address and we check the availability and stated now it was not possible and we deny the customer request politely.

FE DETAILS

customer want to know about the FE details because the product promise date is today and the status was not updated as shipped so customer want to know about his product delivery status and we stated please wait today 7.00 pm on or before wish master try to deliver your product.

CANCEL

TYPE 1 CANCEL THE ORDER

Customer want to cancel the product due to some issue and he didn’t want the order and now we check the status and visibility cancel the order as per the request of the customer

TYPE 2 CANCEL WAS NOT POSSIBLE

Customer want to cancel the order due to some personal issue and he didn’t want the order and now we check the status and it is in shipped state so we stated as per the status the cancel was not done in this state so we told the customer please cancel the order at door step delivery due to the product is coming to near the customer so we deny the customer request politely due to the status

PRODUCT NOT RECEIVED ORDER DELIVERY MESSAGE

customer stated he didn't receive any product but in SA shows order status as delivered and he check neighbours also the deliver was not happen to him but the product status was updated as delivered so we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

FLIPKART PAY LATER PAYMENT STATUS CHECK

TYPE 1 PAYMENT SUCCESS/PENDING STAGE

customer stated he want to know the status of the payment of flip kart pay later option because he paid the amount in due but in his app the status was not updated and also we check the status and the payment transaction is successful and we stated please wait 24 hours after the status updated you will know the update of the payment.

TYPE 2 PAYMENT UNSUCCESSFUL/AMOUNT DEBITED

customer stated he want to know the status of the payment of flip kart pay later option because he paid the amount in due but in his app the status was not updated and also we check the status and the payment transaction is unsuccessful but the amount was debited from his account side so he want to know the status of the payment and we stated please pay again because the payment is failed other wise you will get late fee and also please consult your respective bank and ask the details about the payment debited details.

TYPE 3 CUSTOMER PAID THE STATUS NOT UPDATED

Customer want to know the status of the pay later payment because he done the payment and the transaction is successful but the status was not updated and tomorrow is the due date still the status was not change so he want the reason and resolution and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

TYPE 4 BLACKLISTED CUSTOMER PAY LATER BILL CLEAR

Customer want to know the process of the pay later amount due was clear and also his account was blocked still the issue was running and there is no update on the blacklisted and the due date was coming very near to the customer so we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

TYPE 5 UNABLE TO USE THE PAYLATER

customer want to know the status of the pay later due to he can't use the payment option at the payment time and also he update the KYC and there is no due to bills also and he can't use the amount for placing an order and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. Alt no;

REACTIVATION PROCESS OF THE ACCOUNT

customer stated he want to know the status of the account because he can't login with the account and OTP also was not working and he forget the password so we provide the information to the customer as per the quire.

Guide customers to do it through Flipkart website. This can be done through ?My Account?.

Account reactivation can be done by customer itself through the desktop site only.

Customer need to login with registered email id or mobile number and password combination used prior to deactivation.

Customer account will be reactivated and all default settings will be applied.

If the 'Password' is forgotten (applicable for Desktop users).

Customer needs to enter the registered emailed/phone no.

Click on forgot the password.

Customer will receive an OTP by email or phone no.

Enter OTP and create a new password.

Click on re-activate tab.

UNABLE TO LOGIN

customer want to know the reason of the unable to login due to he can't login his account properly and he didn't know the password so he want to solve the issue and we stated please send the mail outreach@flipkart.com with your mobile no along Aadhar card two side and pan or voter card and after that wait on tat on or before team will try to contact you and provide the resolution of the quire.

CUSTOMER WANT TO CHANGE THE MOBILE NUMBER

customer want to change the phone number due to some issues and also we stated please sent your one of the document like aadhar pan or voter id and mention the phone number and the mail is outreach@flipkart.com and the team will contact you 24 hours on or before the team will guide you how to change the mobile no in your side.

CUSTOMER WANT TO CHANGE THE MAIL ID

customer want to change the mail id due to some issues and also we stated please sent your one of the document like aadhar pan or voter id and mention the mail id and the mail is outreach@flipkart.com and the team will contact you 24 hours on or before the team will guide you how to change the mail id in your side.

ID PROOF NOT SUBMISSION

customer stated he want to return the product because he received wrong item and he raise the request but still the pickup date was not given because it is in hold stage due to id submission is not done yet. so we stated to the customer please send the id proof to the send mail after that the team will contact you and provide the resolution of your quire. alt no;

ORDER DELIVERED STATUS NOT UPDATED

customer want to return the product because he received wrong item but in SA the order status shown as out for delivery so we stated to the customer please wait 24 hours after the status updated you can raise the return request on the product.

AMOUNT DEBITED ORDER NOT CONFIRMED

TYPE 1 PAYMENT SUCCESSFUL

customer stated the amount was debited and the order was not confirmed and he want to know the reason and we check the payment is successful and we stated to the customer please wait 24 hours after the status updated you will know the order confirmation.

TYPE 2 PAYMENT UNSUCCESSFUL

customer stated the amount was debited and the order was not confirmed and he want to know the reason and we check the payment is unsuccessful and the details is not updated in payment page and we stated please wait 24 hours after the status you will know the details and the confirmation after please consult your respective bank and know the payment status from their side.

TYPE 3 PAYMENT PENDING

customer stated he want to know the status of the payment because he done the payment and the status was not updated and we check the details due to payment status updated as pending and we stated please wait on 24 hrs after the status updated and you know the status of the product.

EGV RELATED QUIRES

EGV NOT APPLLIED

customer want to know the status of the EGV due to he didn't get his refund on his wallet and still there is no update on the wallet balance and he want the refund and we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

UNABLE TO USE EGV

customer want to know the status of the EGV due to he can't use the EGV balance and the voucher was not claim on payment time and he tried so many stil the issue was not solved so we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

CUSTOMER WANT TO TRANSFER THE EGV AMOUNT TO BANK

customer want to transfer the wallet balance amount to the bank account due to he can't use the amount on payment time and he can't agree the usage so we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

EMI ISSUE

TYPE 1 EMI NOT CONVERTED

customer stated he done the payment with EMI and the payment also successful and now the due date is not coming but customer want to pay the amount so we stated please consult your respective bank to know the details of the issue and they can provide the resolution of your quire.

TYPE 2 EMI FORECLOSURE ISSUE

customer stated he want to know the EMI details because there is no update for cancellation due to the product was returned and also still there is no update for the EMI is activate or not so we stated after the refund the details will be updated otherwise the refund also completed and the EMI not cancel so please contact your bank and also they can provide the details provide to you.

TYPE 3 EMI GET EXTRA CHARGE

customer stated he get an extra charge on EMI and we check that there is no extra charge from our side and also we check the EMI details and stated to the customer please contact your bank and also they can provide the details provide to your quire because the details are mentioned there so they can tell about the extra charge amount reason.

CUSTOMER NOT AWARE OF CANCELLATION

TYPE 1 ON TIME DELIVERY ISSUE CANCELLATION

customer want to know the reason of the cancellation because he didn't cancel the order but it was cancelled by the seller side because on time delivery issue but the customer want the product and we stated politely it was not possible and we suggest him if you want this order please place a fresh order.

TYPE 2 SELLER SIDE CANCELLATION

customer stated he didn't cancel the order but the order was cancelled by the seller side and he want the order and we stated as per cancellation it was not reinitiate and we suggest him please place a fresh order if you want the product.

TYPE 3 DAMAGE SHIPMENT

customer stated he want to know the why his product was cancellation was happened because he didn't cancel the product but it was cancelled logistic side due to damage shipment issue so that's why the product was cancelled. so we suggest the customer if you want the order please place a fresh order because this order was not reinitiate to him.

TYPE 4 CUSTOMER CANCEL THE ORDER BY MISTAKE

customer want to know the status of the cancellation of the order because he cancel the order by mistake so he want to reinitiate the order and we stated after the cancellation the product was not reinitiated the order to you so we suggest the customer please place the fresh order.

POLICY DATE BREACHED

customer want to return the product and he raise the return on the product and it was rejected multiple times and now the product policy was completed and the return was cancelled but customer want to return the product so we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

RETURN CANCEL

TYPE 1 PICKUP DATE WAS NOT GIVEN ON RAISING RETURN

customer want to return the product and he raise the return request with wrong reason and the pickup date was not mentioned and we stated we cancel the return request after that you will raise the new return request after 24 hours.

TYPE 2 RETURN REJECT/CANCEL DURING DIDN'T PROVIDE TROUBLE SHOOT STEPS

customer stated he want to return the product because he received defective product and he raise the return request but the pickup date was not given due to trouble shooting not provide to the customer so we stated we cancel the return and provide the some trouble shooting steps in this call after 24 hours you will face same issue with in 72 hours call back us and raise the request for replacement.

TROUBLE SHOOTING STEPS PROVIDED

customer want to return the product because he is facing an issue with the product and he raise a request with wrong reason and we stated we cancel the request and provide trouble shooting steps for the issue after 24 hours you will face same issue with in 72 hours call back us and raise the request for replacement.

ACCOUNT BLACKLISTED CUSTOMER

TYPE 1

customer stated he want to know about his account status because it is blocked and he raise the request but he didn't receive any updates and we stated please wait for mail to check the details of your quire. Alt no;

TYPE 2

customer want to talk with the the team due to the account was blocked and he is facing an issue with the account from previous days till the issue was not solved and customer didn't get any response on the issue so we transfer the call to the team as per the quire.

TYPE 3

Due to some technical issue call was not transferred the call to the team so we stated please wait on 2 hrs on or before you will receive a call back from team side and they can provide the resolution of the quire. and customer also agreed the point and we didn't provide the information to the customer due to the account was blocked.

ESCALTION CALL FAILED DUE TO NETWORK ISSUE /CUSTOMER DISCONNECT THE CALL

Customer want to know the his account black listed issue and we try to transfer the call to the team on the process due to some network issues/customer disconnect the call so the call was failed and also we didn’t provide any information to the customer in this call due to the account was blocked.

CUSTOMER CHOOSE WRONG RETURN

customer stated he want to return the product he received damaged/defective/wrong item and he want to raise the request but he choose wrong reason so the return was cancelled and we stated wecancel the request and the status will updated to take the time as 24 hours after we raise the new request from our side. alt no;

CUSTOMER RAISE THE REQUEST FOR REFUND

customer want to return the product because he ordered two products but he received only one and the product also color was change and he paid the amount was two products so he want to raise the return request and stated please wait on pickup date on or before wish master try to pickup your product and the refund will credited to your side with in 2 business days it will happen after the pickup and stated please put the packing manner properly as per product receiving time. due to handover the wish master.

CUSTOMER RAISE THE REQUEST FOR REPLACEMENT

customer want to return the product because he ordered two products but he received only one and the product also color was change and he paid the amount was two products so he want to raise the return request and stated please wait on pickup date on or before wish master try to pickup your product and the replacement also done on the time and stated please put the packing manner properly as per product receiving time. due to handover the wish master.

CUSTOMER RAISE THE REQUEST AND DID’NT REPLY THE MAIL

TYPE 1 CUSTOEMR RASIE RETURN ITEM MISSING ON NO RETURN PRODUCT

Customer stated he want to return the product because the product is missing in the package and raise the return from our side due to its no return product and we raise the return request as per the reason and stated please check your mail id and after that return status updated and pickup date was coming and you know the information about the product return status. Alt no;

TYPE 2 CUSTOMER RAISE RETURN ON WRONG ITEM/SPECIFICATION MIS MATCH ON NO RETURN PRODUCT

Customer stated he want to return the product because he received wrong item/specifications are mismatch and raise the return from our side due to its no return product and we raise the return request as per the reason and stated please check your mail id and after that return status updated and pickup date was coming and you know the information about the product return status. Alt no;

UNIT OUT OF POLICY

customer stated he want to return the product because he received damaged/defective/wrong item/model so he raise the request but it was cancelled so he want to raise again the request and now the policy was over but he want to return the product so we stated please wait on tat on or before team will contact you and provide the resolution of your quire alt no;

CUSTOMER DENY TO PROVIDE THE BANK DETAILS

customer want to return the product because he received damaged/defective/wrong item/different model so he want to raise the return request and the refund option is there on the time customer did not want to provide the bank details so we stop the return process due to customer not provided the details

OTP ISSUE CUSTOMER CAN'T PROVIDE BANK DETAILS

customer want to return the product because he received damaged/defective/wrong item/different model so he want to raise the return request and the refund option is there on the time customer side some technical issue OTP was not provided so we stop the return process.

RETURN PROCESS WAS STOP

customer want to return the product and we raise the return at that time customer call was disconnected due to he was not responding in the call/we disconnect the call through disclaimer and we stop the return process from our end. and we didn't raise the return.

PICKUP DELAY

customer want to know about return status because he raise the return the request and the pickup date also initiated but still the pickup not done yet. still he didn't get any update from no one side so he want to know the status. and we stated please wait on tat on or before team will contact you and provide the resolution of your quire alt no;

PICKUP DONE STATUS NOT UPDATED

customer stated the pickup was done and the status was not updated on the return and till the status was not updated and the refund was not initiated customer want to know the delay of the reason and we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

PICKUP DONE RETURN CANCELLED

customer stated the pickup was done and now the retrun was cancelled and also the customer has no product and the return also cancelled so he want the refund due to the pickup was done and we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

DELAY IN SHIPPING

customer want to know the reason about delay in shipping status because the promise date also breached. and still they don't arrange any re promise date so the customer want to know the status about the status of the delivery and we stated please wait on tat on or before team will contact you and provide the resolution of your quire alt no;

SUPER COIN ENQUIRY

SOLVED CASES

customer want to know the details of the super coin transaction due to he claim one voucher with super coins and the coins was debited and the status was not updated and we check the details and stated please wait on 24 hrs after the status updated and you know the information of the coins

UNRESOLVED CASES

customer want to know the status of the super coins transaction due to the customer purchase the voucher and it was not claim and the coins was debited so he want the coins and we stated please wait on tat on or before team will try to contact you and provide the resolution of the quire. alt no;

CUSTOMER RETURN REQUESTED

TYPE 1 DAMAGED DEFECTIVE WRONG ITEM

customer want to return the product because he received damaged/defective/wrong item/ so he want to raise the request from our side and he want replace the product.

TYPE 2 SIZE FIT ISSUES

customer want to return the product because he is not satisfy with the size and he need some large so he want to raise the request from our side and he want to replace the product.

TYPE 3 ITEM SPECIFICATION FROM WEBSITE

customer want to return the product he stated there are the difference between he ordered and he received so he want to return the product and he want to raise the request from ourside and he want to replace the product.

RETURN CANCEL IN REQUEST STAGE/ESCALATE TO L2

customer want to return the product because he received damaged product and he raise the request but now it is in cancelled stage and he wait 24 to 48 hours also still it is in requested stage so he want to know the reason so we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

TYPE 2 WAIT FOR 24 TO 48 HOURS TO RAISE THE REQUEST

MODE 1 WRONG RETURN CANCEL

customer stated he received wrong item and he raise the wrong reason with return so the pickup was cancelled and we cancel the wrong return and now it is in requested stage so we stated to the customer please wait 24 to 48 hours after the status update we raise the new return request.

MODE 2 BY MISTAKE CANCEL

customer want to return the product because he received damaged product and he raise the request but now it is in cancelled stage and he wait 24 to 48 hours after the status update you can raise the new return request on the product.

FRM RETURN DOCUMENT PROVIDE DETAILS

customer want to know the reason of return delay because he received wrong item and he raise the request and there is no update for the request and we stated you will receive a mail from team on that mail please send the details of the product and send your document also and stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

POLICY RELATED QUIRES

TYPE 1 CUSTOMER RETURN AFTER POLICY

customer want to return the product because he received damaged/defective/size fit /expired product so he want to return the product he inform us after the return policy completed. so we stated as per policy the return was not eligible for the product so we deny the customer request politely.

TYPE 2 POLICY OVER WARRANTY THERE

customer want to return the product because he is facing an issue with the product and we check the policy it was over but the brand side warranty is there so we provide the brand details so please contact them and provide the resolution of the quire.

TYPE 3 NON-RETURNABLE CATEGORY POLICY

MODE 1 NOT SATISFY WITH THE PRODUCT

customer stated he want to return the product because he is not satisfy with the product and now he want to refund and we check the policy it is non returnable product so we stated it is non returnable product and we deny the customer request politely.

MODE 2 ORDERED BY MISTAKENLY

customer stated he want to return the product because he ordered by mistake the product and he received the product what he ordered. and after the deliver he watch product variation and now he want to refund and we check the policy it is non returnable product so we stated it is non returnable product and we deny the customer request politely.

TYPE 4 PRICE DROP SO RETURN THE PRODUCT

customer want to return the product because he change his mind on the mind and now he want to buy the another product so he return this product and refund amount want to spend the new product but in his side he didn't show the option is refund but its replacement product and we stated as per policy it was not possible and we deny the customer request politely.

INSTALLATION DEMO NOT DONE

customer want to know the installation status because he received the product on time but still the installation was not complete so he want to know the status of the installation when was it happened so we stated please wait on tat on or before team will contact you and provide the resolution of your quire and they try to provide the service from installation team alt no;

INSTALLATION AND DEMO NOT REQUIRED

Customer want to know the installation status because he received the product on time but still the installation was not done yet and there is no update on the matter. And we check the details and stated to the customer as per the product requirement there is no installation and demo for the product so please use the product as use you received and is there any quire please call back us.

WHEN TECH VISIT WILL HAPPEN

Customer want to know the status of the tech visit due to he is facing an issue with the product and he follow the trouble shooting still the issue was not solved so the return was not approval because the status updated as service requested so we stated please wait on date on or before technician visit your sight and try to complete your issue resolve.

TECH VISIT FAKE UPDATE

customer stated he want to know about the service status because the customer stated the product is in issue and the technician giving update as the product is useful for customer but the customer didn't agree the point so we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

TECH VISIT DATE BREACHED

customer stated he want know the installation service status because the installation date was breached and still re date also not arranged to the service date so the customer want to know the status and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

WISH MASTER RELATED ISSUES

TYPE 1 WISH MASTER REFUSED DOOR STEP DELIVERY

customer stated wish master refused door step delivery because he want to delivery in his address but the wish master refusse to deliver the product and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

TYPE 2 WISH MASTER ASKING EXTRA TIP

customer stated wish master want to take the extra charge because there is no mention on the extra charge but the wish master asked extra amount to the customer so he want to know the reason and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

TYPE 3 WISH MASTER GROOMING ISSUES

customer stated on the delivery time wish master behave some reckless manner and giving im proper response at the delivery time so the customer want to take the action against this type of behaviour and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

TYPE 4 WISH MASTER MISBEHAVE WITH WOMEN AND CHILDREN

customer stated the wish master is scolding with his family like mother and children and he give to the rash answers to the family persons during order delivery time and the customer want to take the action against him and we stated please wait on tat on or before team will try to contact you and provide the resolution of your quire. alt no;

PREXO DENIAL QUIRES

TYPE 1 SPECIFICATIONS ARE MISMATCH

Customer stated he want to know the exchange cancellation reason due to he place the order with exchange and also the order deliver time wish master deny the exchange the product due to specifications are not matching so we stated as per the reason so please pay the total exchange amount other wise the product was not deliver to you.

TYPE 2 IMEI NO SHOWING ON EXCHANGE MOBILE

Customer want to know the reason of the exchange cancellation reason due to he place the order and now the deliver time wish master deny the exchange product due to IMEI number was not showing in the mobile so we stated as per the reason the product was not pickup so please check once your side and after that the product will deliver to you.

BLANK CALL:

• Customer is busy.

• Customer not available to reach.

• Customer number switched off.

• Call didn't placed to customer.

• Customer provided wrong number.

• Customer already spoke with another agent.

• Customer didn't picked up the call (RNR).

• Customer wants to let know the product have been received.

• Due to system issue call didn't got placed .

• Had to disconnect the call due to no response from customer side .

• Customer disconnected the without providing information.

LANGUAGE CALL BACK :

LCB: Customer selected wrong language in IVR so re-routed to appropriate language.

STATUS CHECK :

LCB: Customer wants to know the status of the order Informed customer that the courier service providers will do their best to get the order delivered as per the promised timeline, however, In the unlikely event of the order getting delayed, the courier service providers will be intimated about this and they will attempt the delivery within the next business day and told customer that the product will be delivered on or before the promise date and also told customer the subscribe option and subscribed on behalf of customer and educated the customer about the self-serve option.

OUT FOR DELIVERY:

LCB: Customer wants to know about the status of the product so told customer that that product is came for out for delivery and it might reach to customer on or before 7 pm or wish master would try to deliver the product on the next business day and customer agreed.

DELAY IN DELIVERY:

LCB: Alt no:

Customer told his product delivery date was breached but product is not delivered. Informed to customer about delay in delivery request. taking by us and informed to customer TAT of delivery.

PRICE PROTECTION POLICY:

LCB: Customer complains that an accessory is missing (charger, headphone, etc), checked the price of the accessory on Flipkart and offered Price Adjustment. (customer doesn't agree to Price Adjustment so proceeded with a full replacement) / (customer agreed to Price Adjustment).

FOLLOW UP ON EXISTING INCIDENT:

LCB: Incident number :

Customer wanted to know the update on the above incident and that info have been shared to customer along with the TAT and customer agreed.

CUSTOMER WANTS TO CHANGE TO COLOR OF THE PRODUCT AFTER PLACING ORDER :

LCB: Customer query related to change the color of the product so told customer that it's not possible and asked customer they can proceed with the same color or if customer really wants to change that color of the product they cancel the order and that info have been shared to customer and customer agreed.

PRODUCT SPECIFIC INFORMATION:

LCB: Customer queries related to Product Specification referred Flipkart product page and provide the required details to the customer.

DETAILS ABOUT ACCESSORIES INCLUDED WITH THE PRODUCT:

LCB: Customer wants to know the details about accessories included with product. Provided all the required details to customer available at Flipkart website and customer agreed.

OUT OF STOCK INQUIRY:

LCB: Customer wants to know when the product will be in stock so asked the customer to drop their email id on notify me tab, once the product is back in stock they will receive notification and customer agreed.

INQUIRY ABOUT SELLER SERVICES:

LCB: Customer contacts for any business related queries like how to sell, list their products on our website etc so requested customer to visit sell on flipkart.com and customer agreed .

INQUIRY ON DISCOUNT BREAKUP (PREXO INFORMATION T&C):

LCB: Customer wanted to know about prexo and it tearms and conditions and that information have been shared to customer and customer agreed to it and also told customer that customer can check this information on the product page and customer agreed.

VAS:

LCB: Customer wanted to know about the (Complete Appliance Protection / Jeeves Extended Warranty) and how to claim it and that information have been shared to customer and customer agreed.

EMI TERMS AND CONDITIONS:

LCB: Customer inquiries how to place an order using EMI, EMI tenure, EMI interest referred Yoda /Flipkart website and provide all the required details to customer. And customer agreed.

FEEDBACK(COMPLAINTS):

LCB: Customer wants to complain ("REASON") and the feedback have been taken and apologized to customer for the inconvenience caused.

SCHEDULED PRODUCT DELIVERY REQUEST (DENIAL):

LCB: Customer requested different date, time, slot but the was not available so told customer the same and customer agreed to recived the product during normal product delivery time.

CUSTOMER WANTS TO DO LOGISTICS:

LCB: Customer wanted to do logistic so told customer to contact admenquiry@flipkart.com for detail and customer agreed.

DELAY IN SHIPPING :

LCB: Alt no :

Customer wants to know the reason for delay in shipping and the shipping promise date have been breached but the product still haven't been shipped so complaint have been taken and TAT have been informed to customer and customer agreed.

SERVICE CENTER COLSED/ NO SERVICE CENTER IN VICINTY :

LCB: Alt no :

Customer complains that ( The service center was closed / no service center in vicinity ) so as per customer request complainat have been taken and forwareded to back end team to resolve this issue and informed customer the TAT

SERVICE CENTER DENIED SERVICE / CHARGED/ DELAYED RESOLUTION :

LCB: Customer complains that ( High-Resolution TAT provided by the service centre to service the product / Parts not available for servicing the product /Brand charging for service in case of Liquid damage or Physical damage so inform the customer to get in touch with authorized service centre or brand contact centre and customer agreed.

SERVICE CENTER DENIED DUE TO ECOMMERCE:

LCB: Customer complains that Authorized service center denies to service the product due to online purchase (e-commerce)

Alt no :

Service center address:

Contact number of service centre :

Issue with product:

Reason for service denial:

Complaint number provided by the brand :

Provided the Oath keeper TAT to customer and assigning the case to the team.

WARRANTY EXPIRED (NON-LAPTOPS):

LCB: Customer complains that there is a mismatch in product warranty on Brand website and the invoice provided

Alt no :

Serial number of the product:

Service centre details:

Expiry date of the product or warranty end date :

Defect with the product :

Provided the Oath keeper TAT to customer and assigning the case to the team.

WARRANTY RELATED (LAPTOPS):

LCB (post 4 days post sharing the details with brand) : Customer complains that there is a mismatch in product warranty on Brand website and the invoice provided

Alt no :

Serial number of the product:

Service centre details:

Expiry date of the product or warranty end date :

Defect with the product :

Provided the Oath keeper TAT to customer and assigning the case to the team.

TAG: Warranty expired

LCB (pre 4 days post sharing the details with brand) : Customer complains that there is a mismatch in product warranty on Brand website and the invoice provided so informed customer that invoice will only act as a warranty but customer still wants the warranty to be updated on the product so requested the customer to reach out to respective brand and told customer that brand details are provided on Flipkart product page under Warranty Details and brand will request customer to share invoice copy & serial number of the delivered product once the required details are shared and told customer that customer needs to wait for 4 days customer agreed.

TAG : Warranty, guarantee related info

CUSTOMER IS NOT ABLE TO LOG IN TO ACCOUNT :

LCB: Customer complains that customer couldn't log-on to the the flipkart account so as per customer request compliant have been taken and informed customer to send mail to outreach@flipkart.com with customer's (Registered Email ID/ Mobile number) with an attached copy of valid ID proof and customer agreed.

WISHMASTER REFUCED DOORSTEP DELIVERY:

LCB: Alt no :

Customer complaints that FE was in refused doorstep delivery apologized the customer for the inconvinience caused and escalate the issue to backend team.

ORDER CANCELLATION (SUCCESSFUL):

LCB: Customer wants to cancel the order due to ("REASON") and that order have been cancelled as requested by customer and customer agreed.

ORDER STATUS UPDATED TO DELIVERED:

LCB: Alt no :

Customer cancelled the order by mistake after receiving the product but now customer wants to return the product since the order was cancelled return couldn't be created hence escalating this issue

ORDER CANCELLATION (UNSUCCESSFUL) :

LCB: Customer wants to cancel the order due to ("REASON") and that order couldn't be cancelled as requested by customer and informed customer that customer can cancel the order on doorstep and customer agreed.

WRONG UPDATE PROVIDED (PRODUCT DELIVERY ISSUE):

LCB: Customer didn't receive the product but customer got delivery confirmation message and notification and since customer ordered the product on COD so told customer to place a fresh order and customer agreed.

CUSTOMER DIDN'T RECEIVE THE PRODUCT BUT GOT DELIVERY CONFIRMATION MESSAGE:

LCB: Alt no :

Customer didn't receive the product but customer got delivery confirmation message and notification and since customer ordered the product using prepaid payment and customer also checked with the neighbors, family members, ect so escalating this issue to the team as per customer request and told customer the TAT.

INSTALLATION/UNINSTALLATION RELATED INFO :

LCB:

BRAND: Let the customer know that the item will be installed by the brand within the ‘Committed by date’ and customer agreed.

JEEVES: Informed customer that they will receive an SMS from Jeeves with technician details as soon as a technician is assigned for installation and informed customer that customer can directly coordinate with the technician to schedule an appointment as per their convenience and customer agreed .

Customer wanted to know what the product will be installed so told customer that this product does not require installation. The features of the product are presented in the user manual that comes with it. Hence, the manufacturer does not provide on-site installation or demo for the product customer agreed.

INSTALLATION/DEMO NOT DONE:

LCB: Customer claims that installation is pending and ‘Service promised date’ is breached so apologized for the delay and assigning the incident to L2 and shared the Oath-keeper TAT to customer and customer agreed.

PRODUCT PURCHASE QUERIES:

LCB: Customer queries related to Product Specification referred Flipkart product page and provide the required details to the customer and customer agreed.

PAYMENT METHODS AVAILABLE:

LCB: Customer queries related to payment methods available on Flipkart. referred Flipkart website and provide the required details to the customer related to payment and customer agreed.

AMOUNT DEBITED ORDER NOT CONFIRMED:

LCB: Customer want to know about the payment method as informed customer as the status is not updated to Courier side pay the case and customer bought the product by COD so told customer that refund will be initiated withing 24 hrs of successful delivery

LCB: (PAYMENT SUCCESSFUL WITHIN 24HRS ) Customer complains that the payment have been debited and the order was not confirmed so requested customer to wait for 24 hours, either the Order will be approved or customer will receive the Refund notification and customer agreed.

LCB: (PAYMENT SUCCESSFUL POST 24HRS) Customer complains that the amount have been debited but the order was not confirmed. Payment is successful but the order is still on created stage and customer contact post 24 hours hence escalating this issue to the team and TAT have been informed to the customer and customer agreed .

PAYMENT FAILED:

LCB: Customer wanted to know why order got cancelled and that information have been shared to the customer that the payment have been failed due to " There was a technical error at the bank's end " and that information have been shared to the customer and customer agreed to contact the bank for further information .

PAYMENT AWAITING:

LCB: Customer wanted to know why the order was not confirmed so told customer that the payment was not completed and the payment is still awaiting so the order was not confirmed and told customer to wait for 24 - 48 hours for payment confirmation and customer agreed.

SOFT COPY INVOICE:

LCB: Alt no :

Customer request soft copy invoice from the above order and that invoice is archived hence escalating the issue to the team requesting invoice for the product and informed customer about the TAT and customer agreed .

FE DETAILS REQUIRED:

LCB:

EKL: Informed customers to contact Wish-master using the order contact number or the registered phone number/any other number using the dial-in PIN that has been sent with the Wish-master details. and customer agreed.

3PL: Customer wanted to know the Fe contact info since it's not available for 3PL Courier type so told customer that Currently, the Wish-master's details are not available and customer agreed.

ASC ( AUTHORIZED SERVICE CENTER) DETAILS:

LCB: Customer wanted to know the ASC and those details have been shared to customer through SMS/over call as requested by customer and customer agreed.

PRICE RELATED ISSUE:

LCB: Customer queries related to product price informed the customer that it is the best price we can offer. Discounts are based on various factors and we are not able to provide any other discount as of now and customer agreed.

TROUBLESHOOTING:

LCB: Customer wants to return the product but no TS was given before so gave TS to customer and told customer to try those TS and customer agreed.

CANCELLATION AND RETURN POLICY INFO :

LCB: Customer wants to know the cancellation and return policy information and that information have been shared to customer and customer agreed .

RE-PROMISE DATE:

LCB: Customer wants to know the reason for re-promise date for the order so as per customer request checked the reason for re-promise on smart assist and provided it to customer and customer agreed as per Yoda.

RE-CONFIRMATION AFTER CANCELLATION:

LCB: Customer contacts to reconfirm after online cancellation so as per customer request confirmed the cancellation status with customer and customer agreed.

RE-ATTEMPT DELIVERY:

LCB: Customer wants re-attempt of delivery due to customer missed the previous delivery attempt so creating re-attempt delivery for the customer as requested.

UNABLE TO PLACE COD ORDER:

LCB: Customer wants to know why he/she couldn't place COD order. Checked the category for which customer is trying to place order, order value if exceeding Rs. 50,000, pin code and provided information accordingly and customer agreed.

WRONG PIN-CODE CANCELLATION :

LCB: Customer provided wrong pin-code and the delivery was not done so customer wants to cancel the order and place a new order and as per customer request order have been cancelled.

PRIORITY DELIVERY:

LCB: Customer wants Priority Delivery but that option was not available to customer so told customer that the product will be delivered on or before the promise date and customer agreed.

HOW TO USE EGV:

LCB: Customer queries related to how to use / redeem EGV informed customer about EGV usage like: how to use EGV and customer agreed.

RETURNS AFTER REPLACEMENT POLICY PERIOD:

LCB: Customer wants to return the product but the return policy period was over so had to deny the request and apologized to customer for service denial and customer agreed.

ACCOUNT CLOSURE REQUEST:

LCB: (ACTIVATION) Customer wants to reactivate the account so asked the customer to re-logins via desktop site only with their previous credentials, the account will be reactivated.

(DEACTIVATION) Customer wants to deactivate the account so asked customer to do it online by logging into My Account > settings > Deactivate > account’s password > Confirm deactivation and customer agreed.

REFUND STATUS (COMPLETED):

LCB: Customer enquiries about refund status (including cashback status) and TAT is breached and the refund have been completed and reference number have been shared to customer and customer agreed.

SCHEDULED DELIVERY ( NOT CANCELLED)

LCB: Customer wants Schedule Delivery so told customer the slot isn't available so had to deny the request and apologized to customer for that and also informed the customer about cancelling the order and customer didn't want to cancel the order and agreed to get the product on or before the promise date and as per customer request it was not cancelled and informed customer about it.

WRONG UPDATE PROVIDED:

LCB: Wrong update have been sent to the customer through email/ notification / message so told customer to wait for 24 to 48 hours for update and apologized to customer for the inconvenience and customer agreed.

OFFERS:

LCB: Customer wanted to know about the ("OFFER DETAILS") and that offer details have been shared & educated the customer about that offer detail with referring Caspar-lite & Yoda and customer agreed.

REPLACEMENT:

LCB: Customer ordered but he is facing issue in that product so he wants the replacement of the product and verified T/S steps so informed to customer that request has been taken and informed about the RVP TAT and all packaging manner.

REFUND:

LCB: Customer ordered but he is facing issue in that product so he wants the refund of the product and verified T/S steps so informed to customer that request has been taken and informed about the RVP TAT and all packaging manner.

DIFFERENT PRODUCT:

LCB: Customer has received the product but he received different brand/model/color/specification product so he want to return the product so as replacement is available so taking replacement request. informed to customer about the RVP TAT and packaging manner.

ADDRESS CHANGE REQUEST ( SUCCESSFUL ) :

LCB: Customer wants change of address and it has been changed as requested by customer and address have been confirmed with customer and customer agreed .

ADDRESS CHANGE REQUEST ( UNSUCCESSFUL ):

LCB: Customer wants change in the product delivery address but since the product have been shipped had to deny the request and apologized to customer for service denial and told customer either customer can cancel the order or proceed with the same address and " (customer agreed to proceed with same address) / (customer wanted to cancel the order and it has been cancelled as requested by customer) ".

RVP NOT DONE:

LCB: Customer says that the RVP was not done and that TAT have been breached so complaint have been raised and informed customer the TAT an customer agreed to wait.

RETURN STATUS INQUIRY:

LCB: Customer wants to know return status and that info have been shared to customer along with the product pick up promise date and SLA date and customer agreed.

PICK UP DONE RETURN CANCELLED:

LCB: Customers contact with a complaint of refund not done even after the product is picked up the return is cancelled and the product is picked up as per courier's site, assigning the case to the back-end. Customer confirms that the product is picked up and status is not updated on courier page and return is cancelled, hence assigning the case to back-end and provided TAT.

REFUND STATUS INQUIRY:

LCB: Customer wanted to know about the refund status and as per customer request that information have been shared to the customer and also told customer that the refund SLA as per SA and customer agreed.

INSTALLATION APPOINTMENT DATE BREACHED:

LCB: Customer says he/she got a call from technician, but he did not come so apologized to customer and assigning the incident to L2 and communicated the Oath-keeper TAT to customer and customer agreed.

IMPROPER INSTALLATION:

LCB: (Customer says that the installation was not done properly by technician) / (Customer claims that the installation is pending but the installation service status on ‘Service Timeline’ is ‘Completed’ ) so apologized to the customer and assigning the incident to L2, shared the Oath-keeper TAT to customer and customer agreed.

RECONFIRM AFTER ONLINE CANCELLATION :

LCB: Customer wants to reconfirm their the cancelled order and that information have been shared to customer that the order have been cancelled and customer agreed.

CUSTOMER NOT AWARE OF CANCELLATION:

LCB: Customer wants to know why his order cancelled, we told customer your order is cancelled from the seller side because of ("REASON"), so now you can place a fresh order instead.

RETURN IN CANCEL REQUESTED STATE (PREXO):

LCB: Customer complains that the refund is pending for Prexo order, and the status of the exchange item is in 'Cancel requested' status as per SA shared the oath-keeper TAT with customer and customer agreed.

RETURN CANCEL:

LCB: Customer is happy with the product and wants to cancel the return request so as per customer request return have been cancelled and informed the customer that the return request will be cancelled within 48 hours / Informed the customer if the pickup is attempted, he/she can reject the pickup request of the product during pick-up and customer agreed.

CUSTOMER WANTS TO RE-INSTATE CANCELLED ORDER:

LCB: Customer request to re-initiate the cancelled so informed customer that we are unable to re-initiate the cancelled order and apologized for the inconvenience and request customer to place a fresh order and customer agreed.

RETURN CANCELLATION (T/S PROVIDED):

LCB: No T/S steps was provided before so cancelling the return and provided T/S steps and advised customer to call back within 72 hrs if the problem continues and customer agreed.

RETURN CANCELLATION (CUSTOMER PROVIDED WRONG REASON):

LCB: Customer provided wrong reason for return so canceling their return which was created by the customer with customer's permission and (creating a new return with correct reason/advised customer to create a new return once the cancellation request approved by the seller with correct reason and customer agreed).

REFUND DELAY POST INITIATION:

LCB: Alt no :

Customer was asking that why my refund is not done yet. Told customer that refund is completed from our side and please contact your bank for further details. customer said he contacted bank also checked the statement but not received the refund till now. So as per VOC taking the request here and told customer the tat.

CUSTOMER RETURN (REPLACEMENT) (MISSING ITEM):

LCB: Customer has received the product and the quantity of the product is and rest of the quantity is missing, and customer is asking for help, told customer your replacement request is being taken and told customer the RVP TAT and packaging manner.

SHIPPING CHARGES AND PROMISE DATE RELATED:

LCB (BOTH) : Customer having any queries related to Shipping charges and promise date so confirmed the product and check serviceability on that pin code for the promise date and provide required information to customer referring website and customer agreed.

LCB (PROMISE DATE): Customer having queries about why the 12:17 07-04-2021 is so long so confirmed the product and checked the serviceability on the pin cose for the customer and provided the required information to customer referring website and customer agreed.

LCB (SHIPPING CHARGES ): Customer having queries about Shipping charges so confirmed the product and checked the serviceability on the pin code for the customer and provided the required information to customer referring website and customer agreed.

PER-ORDER AND RELEASE DATE INQUIRY:

LCB: Customer wants to know about product release date so asked customer to drop their email id on Notify me tab and they will receive notification once the product is available and customer agreed.

NOT ELIGIBLE:

LCB: Customer said that he faced battery not charging issue and he comes after policy and informed about replacement policy and told to customer visit the service center and customer agreed.

T/S REJECT:

LCB: Customer ordered Bluetooth headset and he faced charge problem and provide T/S steps as per Yoda and informed if you are facing the same problem again you can raise a request from your side or call to the customer care within policy period and customer agreed

Hence reject the return.

DCEMI:

LCB: Customer asked about DCEMI and Informed customer that this offer is available for few selective Customers who have account with AXIS/HDFC/ICICI/SBI once they login and informed to send an SMS 'DCEMI' to 57575 to check eligibility and they will receive an SMS immediately with an update and customer agreed.

PLUS:

LCB: Customer asked about the flip kart EGV and informed Flip kart Plus is a new customer benefits program that offers customers numerous benefits like free and faster shipping for select products at serviceable pin codes, early access to sales, priority customer support, access to rewards from Partners etc.

PIN-CODE NOT SERVICEABLE:

LCB: Customer wants to know service availability for his area pin-code checked the service availability for particular pin code on website and provide information to customer and customer agreed.

WARRANTY:

LCB: Customer wants to know warranty/guarantee details of the product. Informed to customer about warranty/guarantee status of product as per product page.

BRAND DENIED FOR INSTALLATION:

LCB: Customer says Brand is denying to Install the product so apologized to customer and assigning the incident to L2, shared the Oath-keeper TAT to customer and customer agreed.

SELLER/PRODUCT REVIEWS:

LCB: Customer queries related to seller/ product reviews. Educated customer that in review section they can share their experience (good/bad) with seller and product and also told customer that he/she can check it before buying .

BUT GOT CONFIRMATION:

LCB: Customer told he did not get his product but status is showing Delivered To Customer. Taking the request and informed customer to wait till TAT.

INQUIRY ABOUT SUPER PARTNERS:

LCB:

• The customer wants to know when will they get the Super Coins and that information have been shared to customer referring Yoda.

• The customer contacts to know about the Super Coin earning at Super Partner level and that information have been shared to customer referring Yoda.

• The customer complains he/she hasn't got coins for their transaction with Super Partners checked customer's eligibility in the Plus Dashboard by checking the transaction value against the earning criteria as per the 'Partner Coin Earning rule' under 'Coin Earning' tab and that information have been shared to customer referring Yoda.

ReplyForward