**Customer support dialogue:**

CS – customer support

C - customer

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**CS:** Hello, Leo speaking. How may I help you today?

**C:** Hi. I’m Tim. I am calling about the wireless headphones I bought. The charging case doesn’t work.

**CS:** I’m sorry to hear that. Thank you for contacting us. Can you please give me the order number? It should be on our website and in the confirmation e-mail.

**C:** Okay. It’s YIF124.

**CS:** Thank you. We can send you a new pair of headphones if you return the faulty ones.

**C:** Okay, thanks!

**CS:** I’ll send you instructions and a form that you need to fill out to the e-mail linked with your account. Is that okay?

**C:** Yeah, that’s alright. Thanks!

**CS:** Is there anything else I can help you with?

**C:** No, thanks. Goodbye and thanks for the help.

**CS:** Goodbye, I wish you a pleasant day.