**General Customer Service FAQ’s -**

**Freight/HC – Price discrepancy**:

**Customer**: “I was not quoted shipping charges”

**Collector**: “Well at the point of sale, salesman did not know what the shipping was going to be, so it wasn’t quoted. Every order usually has shipping and handling on it. Here is what I can do today for you, just give me a moment.” (pause)

“I can bring the Shipping and Handling down to a flat rate fee of (Split FRT/HC). If I did that for you, that would be treating you fair right?”

“Okay great, I’ll make the adjustments on your account. Are you able to clear that up with a Visa, Mastercard, or a check by phone today?”

**\*\*If the customer is still upset after offering the flat rate shipping charges, waive it. We never want to have a customer return due to freight and handling charges\*\***

“Well, I’d hate to have an upset customer over shipping charges. Here’s what I’ll do for you today. I’m going to waive the shipping and Handling for you. I’ll make sure to notate your account.”

“I am looking at a note on the account, looks like the salesman did say not to charge you shipping on this order. We’ll go ahead and honor that. Looks like it was just a clerical error.”

**TAXES**:

**Customer:** “I wasn’t supposed to be charged taxes on this order.”

**Collector: “**We have to charge tax on every order. I can waive the taxes for you if you have a resale certificate to fax or email me.

**WARRANTY REPLACEMENT BITS**:

**Customer:** “I need some my drill bits replaced.”

**Collector**: “What sizes do you need replaced?”

“Okay, I’ll let the salesman know and he will take care of you.”

**Missing items**:

**Customer**: “I received everything except for (Misc. Item)”

**Collector**: “Bear with me, let me check on that for you.”

**\*\*Check sales order to see if item is back order/ drop shipped\*\***

**If yes:** Tell the customer, the item will automatically be shipped once it is back in stock.

**If no:** Tell the customer, you will send out a replacement for the missing item.

**BARE TOOL**:

**Customer**: “I was supposed to get a battery and a charger with my Milwaukee items.”

**Collector**: “The order was verified as a bare tool. It is possible that when the salesman put in the order, he put in the wrong item number. We do sell bare tools to customers that have already ordered batteries and chargers on past orders. I will let the salesman know about it and he will take care of you. Is this the best number to reach you at?”

**UNAUTHORIZED CHARGE**:

**Customer**: “I have an authorized charge on my account.”

**Collector**: “You do have the merchandise out there, correct? We do not have the ability to process payments without authorization. Someone must have authorized for us to run the card down there. We consider this matter closed. There is nothing we can do about it at this time since you still have the merchandise out there.