Hi Dirren, please can we get from Aqueala, typical responses to the group of issues below. They will be used feed the bots response to customers. Individual answers are not necessary but if there different answers which will be responses to them, they should please give as many as they know; or just one or two.

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- delivery\_issue

- delivered but not received

- late delivery

- returned to store

- customer call back

- where is my order?

- not my order

- says can't deliver to my address but they have delivered here previously

- delivered to the wrong person

- my order was cancelled

- my order was late

- I paid for my order but still have not recieved it

- My groceries have not been delivered to me even though I received the notification that said they have been delivered

- no delivery was made

- My groceries has been tempered with

- He phoned me to say that he lost his license disk on his way and cannot get into the estate, I must come and fetch my order at the gate

- Why was my delivery fee not credited as advertised

- missing item

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TYPICAL RESPONSES (PLS LIST BELOW)

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- product\_issue

- poor quality

- missing product

- damaged Packaging

- expired

- wrong product

- incorrect picture description

- rotten

- mouldy

TYPICAL RESPONSES (PLS LIST BELOW)

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- order\_issue

examples: |

- change timeslot

- cancel order

TYPICAL RESPONSES (PLS LIST BELOW)

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- credit\_issue

examples: |

- credit not applied

- credit request

- wrong amount debited from my account

- my order was cancelled so how do I get me credit back

- I’ve been charged twice on my credit card and both amounts are incorrect

- still waiting on my money to be returned as I paid for a product I didn't receive

TYPICAL RESPONSES (PLS LIST BELOW)

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- payment\_issue

- failed payment

TYPICAL RESPONSES (PLS LIST BELOW)

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- refund

- pre-auth not lifted

- waiting for refund

- funds not credited

- I requested a refund for my order but still have not received the refund in my bank account and it’s been four days

TYPICAL RESPONSES (PLS LIST BELOW)

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- product\_replacement

- unhappy with replacement

- out of stock

- not selected by me

- alternative should be aligned by product type

TYPICAL RESPONSES (PLS LIST BELOW)

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- driver\_issue

- bad behaviour

- bad driving

- Driver rude and disrespectful

- Driver was unprofessional

- ignored-my-instructions

TYPICAL RESPONSES (PLS LIST BELOW)

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- technical\_issue

- cannot submit issue

- unable to log in

- unable to sign up

- screen not loading

- button not responding