

# Product Delivery Service Manual

## Customer Service Guidelines

- Be respectful, courteous, and professional at all times.
- Respond to customer inquiries within 24 hours.
- Provide clear, concise, and accurate information.
- Escalate complex issues to the appropriate department.
- Maintain a positive attitude and empathetic tone.
- Offer alternative solutions when original commitments cannot be met.

## Frequently Asked Questions (FAQs)

Q: How long does delivery take?

A: Standard delivery typically takes 3-5 business days. Express options available.

Q: How can I track my order?

A: Use the tracking link provided in your confirmation email or enter your order number on our website's tracking page.

Q: What if I receive a damaged product?

A: Report damage within 48 hours with photos. We will initiate a return or replacement immediately.

Q: Can I change my delivery address after order placement?

A: Yes, within 2 hours of placing the order. Contact customer service for assistance.

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## Complaint Handling Procedures

1. Receive and acknowledge the complaint within 24 hours.
2. Record all complaint details in the complaint management system.
3. Assign to relevant team for investigation.
4. Investigate and provide a resolution within 3-5 business days.
5. Follow up with the customer to confirm satisfaction.
6. Log outcomes and implement process improvements.

## Return and Refund Policy

- Returns must be initiated within 7 days of delivery.
- Products must be unused and in original packaging.
- Original invoice or order number required.
- Refunds are processed within 7 business days after item receipt.
- Shipping costs may be deducted unless due to company error.

## Delivery Terms and Conditions

- We deliver to all major cities within our serviceable area.
- Additional charges may apply for remote or restricted locations.
- Delivery times are estimates and may vary due to weather, traffic, or other factors.
- Customers are responsible for providing accurate address and contact info.
- If undeliverable, packages will be returned, and redelivery fees may apply.

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## Packaging Standards

- Use sturdy, eco-friendly materials to protect products.
- Fragile items must have cushioning (bubble wrap, foam).
- Seal packages securely with tamper-evident tape.
- Label packages clearly with recipient and return address.
- Include packing slip inside the package for reference.

## Service Level Agreement (SLA)

- Order confirmation sent within 1 hour.
- Pickup arranged within 24 hours of processing.
- Standard delivery: 3-5 business days.
- Express delivery: 1-2 business days.
- Real-time notifications for all key milestones.

## Payment Options and Invoicing

- Accepted payment methods: Credit/Debit cards, Net Banking, UPI, Cash on Delivery.
- Invoice generated and emailed upon shipment.
- Detailed breakdown of product cost, shipping fee, taxes, and any additional charges.
- Payment refunds processed back to the original payment method.

## Feedback and Improvement

- After delivery, customers receive a feedback survey.
- Ratings and comments are reviewed within 48 hours.
- Customer suggestions are considered for process enhancements.
- Quarterly reports on feedback trends drive training and policy updates.

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## Contact Information

Customer Support: [support@deliveryservice.com](mailto:support@deliveryservice.com) | +1-800-123-4567

Complaints Desk: [complaints@deliveryservice.com](mailto:complaints@deliveryservice.com) | +1-800-765-4321

Website: [www.deliveryservice.com](http://www.deliveryservice.com)

Operating Hours: Mon-Fri 8:00 AM - 8:00 PM, Sat-Sun 9:00 AM - 5:00 PM