

# MANGO

Products  
April 2025

# Products

ATC QA&Training | 2025

**MANGO**

# Products

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Within Products, will be covered everything related to search and availability, style discovery, best-sellers, clothing suggestions, size guides, special collections like "Ceremony" and maternity wear, plus-size options, manufacturing origins, product details, washing and care instructions, home product care, garment personalization, and specific measurements.

**Search Options:** Use the menu or search engine to find items by reference, name, or descriptive words. Filters can personalize your search.

**Out-of-Stock Notifications:** Customers can select the out-of-stock size and enter your email to be notified when it's available again.

**Item Details:** Recommendations for similar styles and matching items are provided.

**Store Availability:** Where online and stores coexists, can be checked by using the "Store availability" option.

**Latest Collections:** Discover new products and exclusive content on our website and app.

**Best-Sellers:** In our best-selling items in the "Featured > Best-Sellers" section.

**Outfit Advice:** If customer contacts about this, we can use the suggestion that same website offers on articles. Be objective, do not provide personal opinions.

**Size Guide:** Sizes are shown according to country standards. If there are any nuances, they will be indicated. Consult the guide for size equivalences and measurements. (Be careful with IT, UK and the US).

**Model Sizes Shown:** Our Woman models normally wear a size 36 (8 in UK) or S, our Woman Plus size models a size 46 (18 UK) or XXL and the Man models a size 42 (32 UK) or M. The size may vary according to the fit and fabric of the garment.

**Special Collections:** Can be found outfits for special occasions, maternity wear, and plus sizes.

**Customization:** Personalize garments with embroidery in the Man line. (currently being deprecated).

**Care Instructions:** Detailed care instructions are provided for garments and home textiles.

- Size guide does not cover items from the Home line.

## •KB articles:

Measurements / Sizes

Stock availability

Customised garment / item

Spare Parts / Trimmings

Correct exchange/refund stuck in WTG



## Tools?

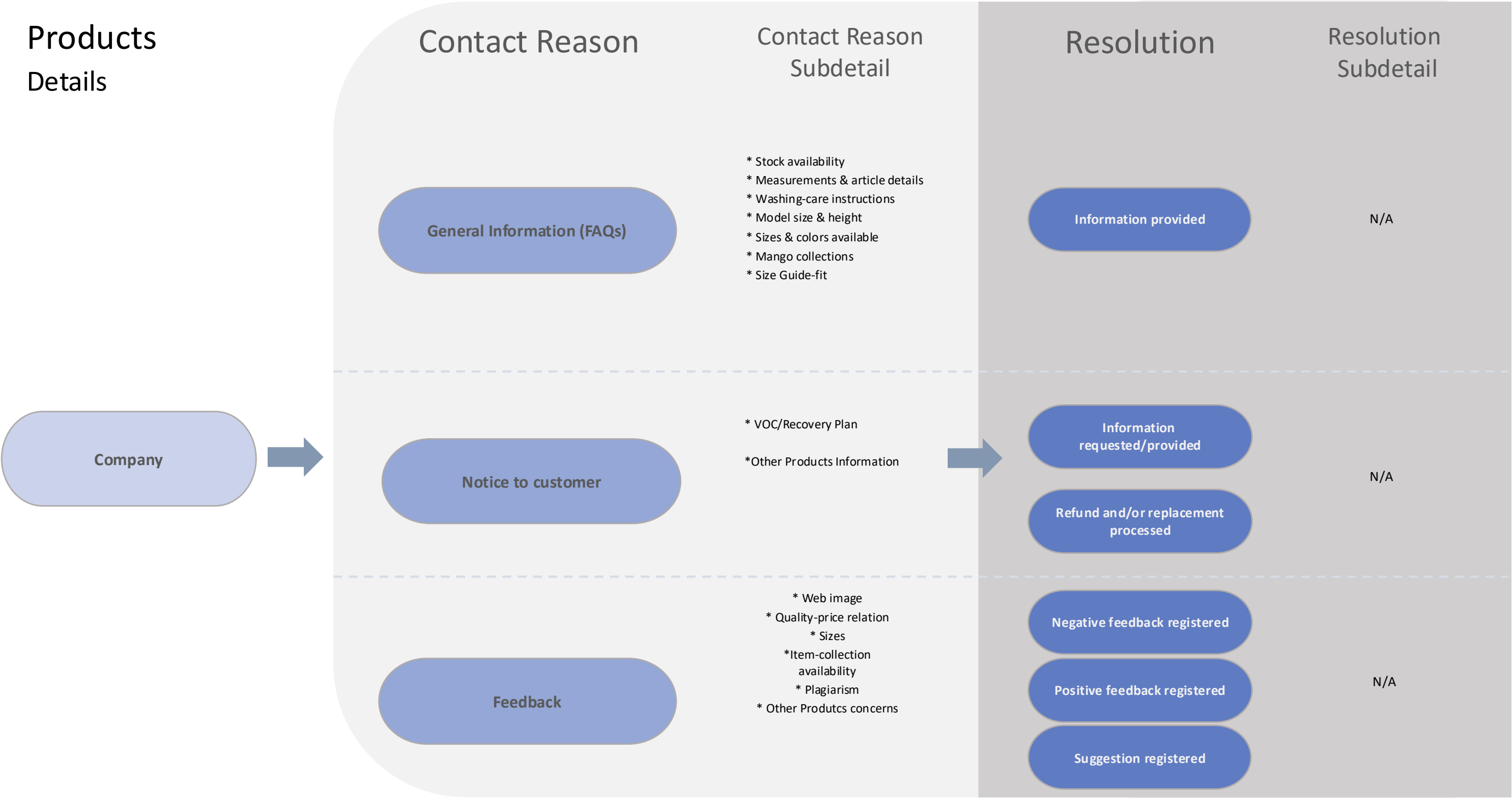
KB / Mango Website  
Collection Life

## What about Outlet?

Same info

**Difference with *Company*?**

Products  
Details



## Products

What else?

# COLLECTION LIFE

At **Mango**, as a Fashion Retail Company, our products are at the heart of everything we do. They embody our core values, passion, and dedication to exceptional service. We believe that each item we offer is a testament to our commitment to quality, style, and customer satisfaction.

Typically, the information provided on our website and in the size guide is sufficient to address a customer concern. However, some of them may require additional details. For more comprehensive information about our products, you can refer to our internal catalogue called:

### [Collection Life](#)

Available only in EN and ES

**Item Identification:** Identify articles from the *current season* and *the three* previous ones.

**Photos and Key Characteristics:** Includes photos of items along with key details such as:

- PVP (ES Pricing)
- Commercial Reference & Model Number
- Purchased Sizes

**Additional Attributes:** Access more information through other dropdowns, including composition and care instructions. And most important, ***specific technical Measures***.

Products  
What else?

# COLLECTION LIFE

## Visible Attributes for Agents (Depending on garment)

- Season

Division

Model Code

Model Name

Legal Composition

Washing Instructions

MCA Standards

Sustainability

Measurements NEW

Fabric

Plus Size?
- Length

Silhouette

Waist Rise

Collar/Lapel

Sleeve Type

Heel Type

Heel Height

Shaft Type

Shaft Height

Toe Type

Padding-Lining

Material

Gauge

Size

If info cannot be found / technical issues  
with the tool?

Escalate the case to *Online  
Operations*



Purchased

### Coat GANSO

PVP 79.99 €

REF. 87090446 - 05 | 25801984MT001 | 801984MT



05 - CRUDO

#### Bought sizes

XS L S M XL

Default size

#### Phase in

11/08/25

#### Season - Block

T8 - 12-DECEMBER

#### Fabric

TRICOT

#### Age

Adult

#### Attributes

Selected size: S

- Identification
- Development
- Technical
- Design
- Commercial
- Sales

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