

# **Return- Exchange\_Incidence on items\_Item issue**

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*[This article matches a contact reason subdetail.]*

This article details the procedure to follow when a customer reports receiving an **item in poor condition, with a manufacturing defect, or that has developed a quality issue after use**, and therefore wants to exchange or return it.

If the customer complains about the quality of an item but does not intend to return it; that is, their goal is only to provide feedback on the items they have purchased, we should proceed as follows:

- Express empathy and regret that they are not satisfied with the items.
- Inform them that we will pass their comments to the design department so they can be considered in future collections.
- Classify the case as "**Products > Feedback > Quality-price relation**" and choose the resolution "**Negative feedback registered**". If we have the item reference, we must also record the quality issue in "Products" or "Order > Lines" as explained below in the "How to register issues" section.

The quality of the items is essential to ensure customer satisfaction and maintain the brand's reputation. Therefore, it is very important to always prioritize the positive experience of customers and focus on providing an appropriate solution.

## IMPORTANCE OF FEEDBACK

Correctly registering each quality issue is key to being able to convey customer feedback to the product teams. It is vital that the information recorded in the cases is accurate and detailed, especially if the complaint is about our items, to be able to identify and solve recurring problems, thus improving the quality of our products and future collections.

## TYPES OF ISSUES

Item issues are divided into two groups:

- **QUALITY ISSUES**

This category includes problems caused by the manufacturing of the items, both quality defects already present at the time of receiving the purchase and those originating after use. Examples: holes, twisted seams, etc.

Access the following document to correctly identify the different quality issues with photos, tips, and definitions in all languages:

[Quality Issue Reason Definitions.xlsx](#)

Click the drop-down menu on the right in the purple box "Select Quality Issue" to select another reason, and on "Translation" to change the translation language.

The screenshot shows the MANGO interface. At the top, the word "MANGO" is displayed. Below it, there is a section titled "Select Quality Issue:". To the right of this section is a dropdown menu currently showing "Broken/Hole". A list of other quality issues is visible below the dropdown: Adornment, Bad Smell, Belt, Broken/Hole (highlighted in green), Buttons, Colour Changed, Dry Cleaner, and Embroidery. To the left of the dropdown menu is a large grey box labeled "Description:". Below the "Select Quality Issue:" section, there is a "Translation" section with a dropdown menu currently showing "Spanish".

This screenshot shows the "Translation" section of the MANGO interface. It includes a label "Translation (AI - Generated - Only for reference)". To the right of this label is a dropdown menu currently showing "Spanish". A list of other languages is visible below the dropdown: Spanish (highlighted in green), Turkish, French, German, Portuguese, Italian, Polish, and Dutch. To the right of the language dropdown menu is a large grey box labeled "Roto/Agujero". Below this label is the text "Desgarros, rasgaduras o agujeros visibles en la tela." and a small image showing a piece of fabric with a tear.

## • OTHER ISSUES

This second group includes the following issues not derived from manufacturing issues:

- **Damages caused by the courier company** ("**Damaged in transport**", example: receives items wet, dirty, or soaked, and the package has the same damages)

- **Wrong item** ("***Different Item***", example: receives a skirt instead of pants)
  
- **Received item is different from the image on the website/app** ("***Image discrepancy***", example: receives the item with black buttons and on the website they are gold)
  
- **Mismatched set**, example: pair of shoes in different sizes or two-piece pajamas, the shirt in size S and the pants in M)
  
- **Missing part**, example: two-piece pajamas and only receives the shirt or a coat with a belt and does not receive the belt)
  
- **Without customization** ("***Not customized***"). This option should not be used because the item customization option is temporarily disabled.
  
- **Item with alarm** ("***With alarm***")
  
- **Incorrect color item** ("***Wrong Color***", do not confuse this option with "Image discrepancy". With "Wrong color" we refer only to shipping errors, example: ordered the pants in green and received them in red)
  
- **Incorrect size item** ("***Wrong Size***", with this option we refer only to shipping errors, example: ordered size S and we sent size M). Do not confuse with sizing complaints, example: "the size guide indicates that the waist should measure 95 cm and upon receiving it I see that it measures 100 cm"; these types of complaints should be classified as Products > Feedback > Sizes o Other product concerns.

## HOW TO REGISTER ISSUES

Follow these steps:

1. Select the classification **Return-Exchange**; Contact reason **Incidence on items** y subdetail **Item issue**.
  
2. Register the item that the customer is complaining about. To do this, we must proceed depending on the type of issue and whether they bought the item in-store or online:

- **ONLINE ORDERS**

- **Quality issues**

1. Indicate the order number in the case.

2. In the "**Order > Lines**" section, select the defective item and then press the "**Add item issue/enquiry**" button.

Lines								3
Line	Status	Product ID	Description	Size	Color	Price	Discount	
<input checked="" type="checkbox"/> 1	shipped	770047983899	Pantaloni maxi flare	42 (38)	Nero (99)	41.17 EUR (69.99 EUR)	PROMOS_REBAJAS	
<input type="checkbox"/> 2	shipped	770220089978	Portafoglio cuciture decorative	U (99)	Bordeaux (78)	10.14 EUR (12.99 EUR)		
<input type="checkbox"/> 3	returned	770140382176	Abito lungo quadri	M (21)	Granato (76)	22.99 EUR (45.99 EUR)	PROMOS_REBAJAS	

Add item issue/enquiry

3. In the field "**Type**" select "**Quality Issue**".

4. In "**Reason**" select the quality issue that corresponds to the case. For more information, consult the quality issue guide "[Quality Issue Reason Definitions.xlsx](#)".

\* Type

Quality Issue

Damaged No Mango Items

☐

Comments

Back

\* Reason

--None--

☒ --None--

Adornment

Bad Smell

Belt

Broken/Hole

Buttons

5. Add comments in the field "**Comments**" if necessary (not mandatory, only add additional information that may be relevant to the case or the design team).

6. If the Mango item has damaged non-Mango items due to the quality issue, we must check the "**Damaged No Mango Items**" box and follow the procedure explained in the article [Accident or damage](#).

- **Other issues**

1. Indicate the order number in the case.

2. In the "**Order > Lines**" section, select the defective item and then press the "**Add item issue/enquiry**" button.

3. In the field "**Type**" select "**Other issue**".

4. In "**Reason**" select the issue that corresponds to the case. For more information, check the types of issues in the previous section.

5. Add comments in the "**Comments**" field if necessary (it is not compulsory)

## • STORE PURCHASES

1. Register the quality issue in the "**Products**" tab of the case, entering the reference in the "**Product - Search Products...**" field. If the program does not locate the item, create the product sheet by clicking "**New**".
2. In the "**Type**" field select "**Quality issue**" or "**Other issue**", as appropriate.
3. In "**Reason**" select the reason that corresponds to the case. For more information, consult the previous sections.

The screenshot shows the 'New Case Product Relation' form in the MANGO system. The form is titled 'New Case Product Relation' and includes a legend indicating that an asterisk (\*) denotes required information. The form is divided into two main sections: 'Information' and 'Additional information'.

In the 'Information' section, there are several fields:

- \* Case**: A text field containing the value '05808431'.
- Size**: A text field with the placeholder 'Search Sizes...' and a magnifying glass icon.
- \* Type**: A dropdown menu currently showing '--None--'.
- \* Product**: A text field with the placeholder 'Search Products...' and a magnifying glass icon. Below this field is a button labeled '+ New Product'.
- Color**: A text field with the placeholder 'Search Colors...' and a magnifying glass icon.
- Reason**: A dropdown menu currently showing '--None--'.

Below the 'Type' and 'Reason' fields, there are links labeled 'View all dependencies'.

In the 'Additional information' section, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

## Procedure

To resolve the case, we must follow the following procedures, depending on whether it is an online or in-store purchase:

[Quality issue - Item bought Online or Ipad order](#)

[Quality issue - Item bought in store](#)



**MANGO**