

# MANGO

Company, Partnership, Customer Service, Promotions & Out Of Scope  
April 2025

# Company, Partnership, Customer Service, Promotions & Out Of Scope

ATC QA&Training | 2025

**MANGO**

# Company

# Company

Topics related to our organization, general info about our products, sustainability, processes, policies and decisions.

**What is Mango's sustainability vision?** We aim to achieve a more sustainable clothing industry by reducing our environmental and social impact.

**Transparency:** Visit the "Committed" section at [www.mangofashiongroup.com](http://www.mangofashiongroup.com) for the latest reports about sustainability.

**Materials:** We use sustainable fabrics like cotton, linen, polyester, and more. Details are in "Composition, origin and care guidelines."

**Manufacturing:** Check the "Compliance" section on our website for factory locations and manufacturing details, and our ethical commitment.

**Circular Economy:** We prioritize resale over recycling or destruction of returned garments and design for recyclability. Excep. Buttons

**Waste Management:** We focus on sustainable management to prevent waste, prioritizing resale when possible.

**Animal Welfare:** We only use hides from animals already in the human food chain and have a strict animal welfare policy.

**Paper Bags:** The charge supports sustainable resource management despite their low environmental impact. (About bags pricing)

**Website Languages:** The website is available in Spanish and English. (Mangofashiongroup.com)



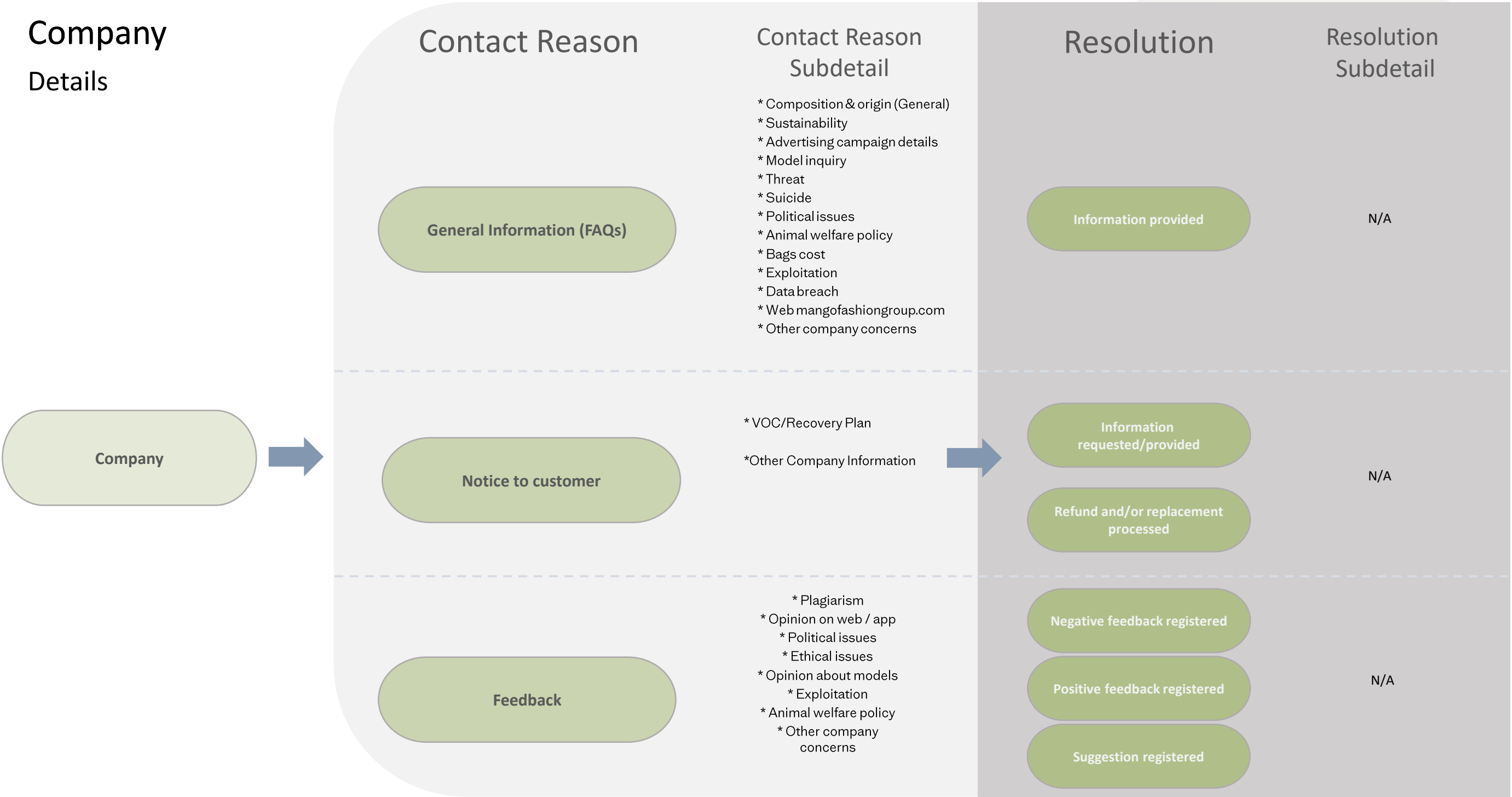
Tools?

KB / Mango Website

What about Outlet?

Same info

Company  
Details



# Partnership

# Partnership

Contacts from press or public relations agencies, influencers, and models. Handling job inquiries and collaboration requests, guidance on becoming a supplier or franchisee, and facilitating collaborations with startups, entrepreneurs, and potential partners, such as:

**Job at Mango?** Visit [jobs.mango.com](https://jobs.mango.com) for vacancies in stores and headquarters, including permanent and temporary positions.

**Application Process** Track the recruitment process on the website. Our HR team will contact you if you apply for a position at [jobs.mango.com](https://jobs.mango.com).

**Store Employment:** Apply at [jobs.mango.com](https://jobs.mango.com) or hand in your CV to the manager of your nearest store.

**Model Selection:** Contact a modelling agency in your area, as Mango selects models through agencies.

**Press & Public Relations:** Send queries or proposals to [press@mango.com](mailto:press@mango.com). More information is available at [www.mangofashiongroup.com](https://www.mangofashiongroup.com).

**Agency Collaboration:** Proposals or queries to [press@mango.com](mailto:press@mango.com). Visit [www.mangofashiongroup.com](https://www.mangofashiongroup.com) for details.

**Become a materials supplier for Mango?** Contact Purchasing department at [proyectos.sourcing@mango.com](mailto:proyectos.sourcing@mango.com).

**Franchise Model:** Visit [shop.mango.com/franchises](https://shop.mango.com/franchises).

**Collaboration Opportunities:** If your profile fits our requirements, we will contact you regarding future collaborations.

**Mango Startup Studio:** Register and find details at [startupstudio.mango.com](https://startupstudio.mango.com) to promote new ideas in the fashion industry.



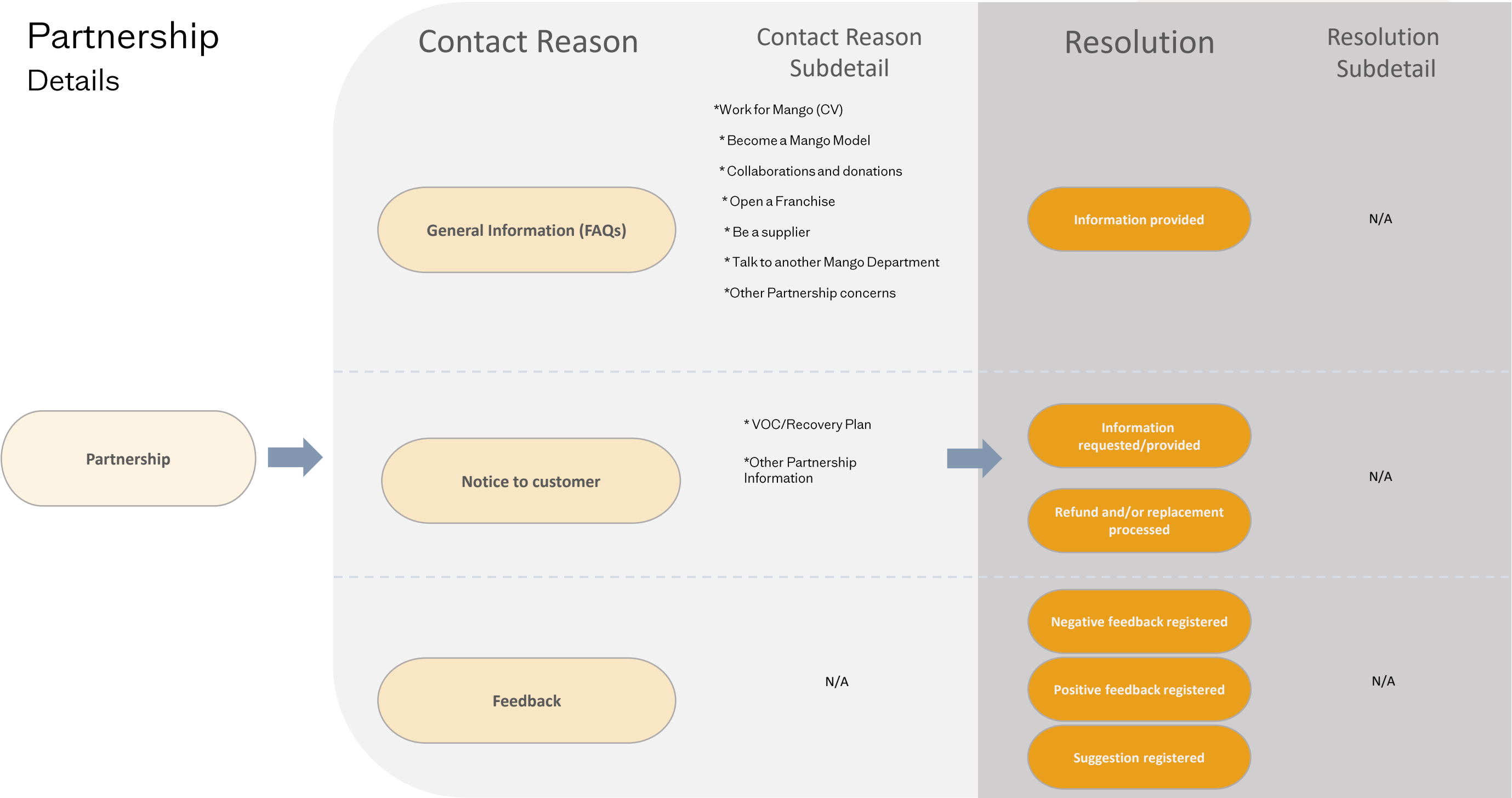
## Tools?

KB / Mango Website

## What about Outlet?

Same info

# Partnership Details





# Customer Service

# Customer Service

Encompasses requests about Mango's customer support. This includes general inquiries on how to reach a customer service agent, such as phone numbers and working hours, and procedures for submitting official complaints.

**Personalized Support:** By making the query via this channel, always make a personalized support for everyone. Customers with ongoing requests can rest assured that their submissions are under active review. If needed, they may also proceed with follow-up inquiries regarding their existing cases.

**Alternative Contact Methods:** In "Help" section of website can be found for telephone and other contact channels.

**Written Communication:** Available channels in the "Help" section of website.

**Telephone and Chat Support:** Make sure to know if the market you support offers different channels, the phone number of the country of your support, it can be found on the "Help" section of each website. Same for chat availability and service hours for both, or even for WhatsApp in some countries.

**Complaints & Claims:** Information about complaints depends of each country, for example in EU countries, the European Commission offers a platform for consumer complaints is at <http://ec.europa.eu/consumers/odr/>. They will reach out to out specialized service. Or they can opt to send the complaints via support, always try to check the circumstance, since most issues can be solved with the proper approach.

**Specific support nuances of each country:** Make yourself aware that some countries doesn't have same support channels for all their regions, for example, Channel Islands chat support is not available.



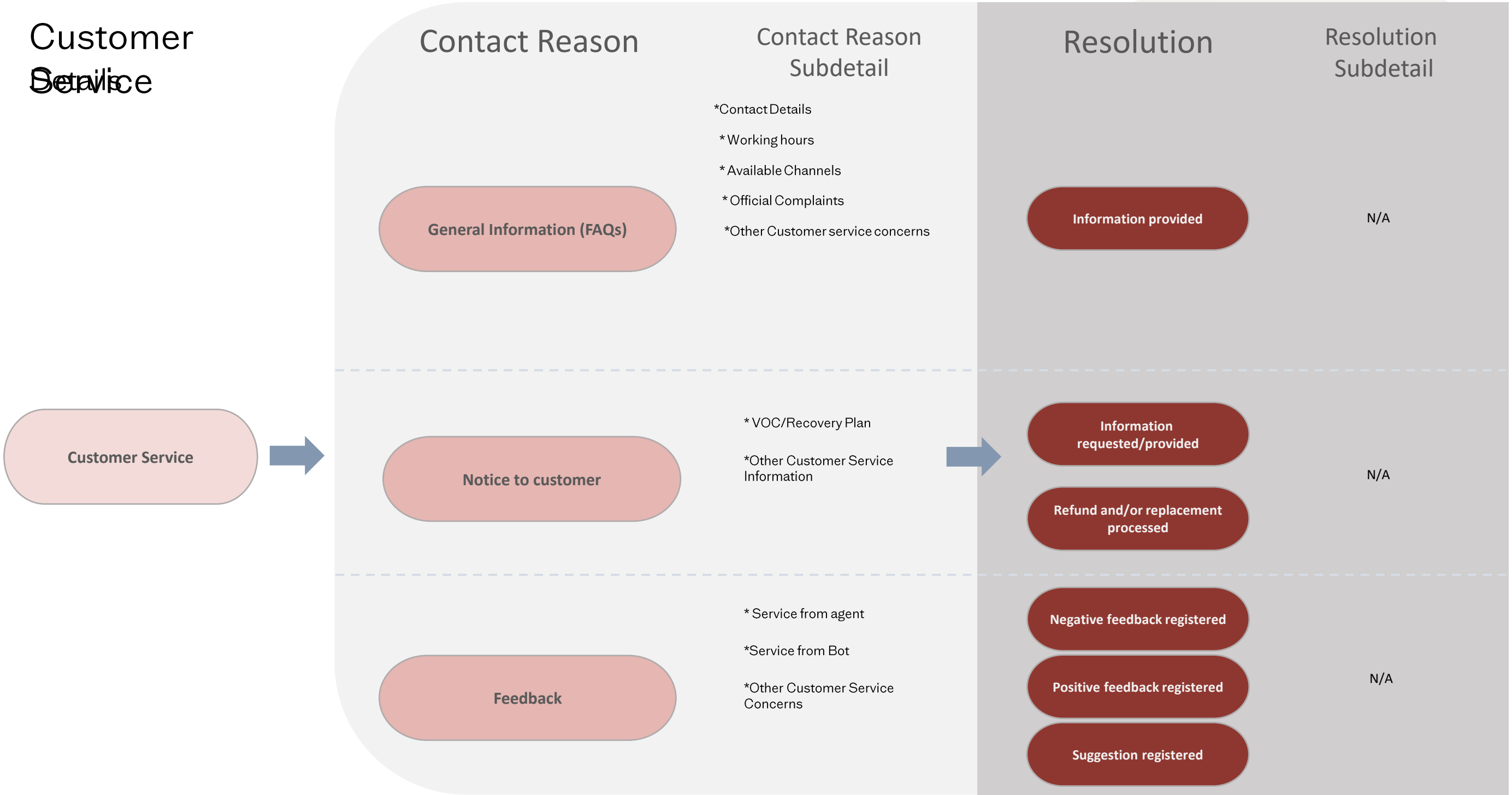
## Tools?

KB / Mango Website

## What about Outlet?

Support channels might differ from Mango to Mango Outlet

# Customer Service Details



# Promotions

# Promotions

Info about discounts we offer, where to find them, and how to apply promotional codes online and in-store. It clarifies pricing policies, addresses limitations for promotion application, and assists with troubleshooting. Draws.

**Subscribe to Notifications:** Subscribe to notifications to get details on sale periods, promotions, and new collections before anyone else.

**Promotional Codes request:** Normally, promotional codes are not offered through chat. Redirect to visit our website for active promotions and discounts.

**Current Promotions?** Log onto the website or app to see current promotions. Each line will show exclusive promotions. Also, can be found "Special days" section for promotions on occasions like Father's Day, Mother's Day, Halloween, Cyber Monday, etc.

**Pricing Online/Stores:** Yes, it is the same, but there may be exclusive store or online promotions that alter these prices.

**VIP Cards:** Currently, no discounts for VIP cards, but constantly Mango is exploring new options. **And Student Discount?** Initially, No, but in the UK a 10% discount is granted for student card holders in UK Mango stores (not applicable in department stores, not applicable Online).

**Applying promo Online:** Enter the code in the "Promotional code or gift card" box before payment. Only one code per purchase. **And In-Stores?:** By showing the code at the cash desk. Check if the discount is valid in both stores and online.

**Promotion Conditions:** In the message received with the code, can be found collections, garments, sizes, validity, and exceptions.

**Applying Discounts to Existing Orders:** No, but can be placed a new order with the discount and return the original order.

**Sale Discounts:** Automatically to the price of items included in the promotion.

**Display of Discounts:** Online: Discount percentage, sale price in red, and previous prices. **In stores:** Updated price on the label.

**Troubleshooting Promotional Codes:** Ensure is logged into the correct account. Check conditions and validity. Cannot be used a promotional code and gift card simultaneously. Select a payment method other than a gift card to use a promotional code.



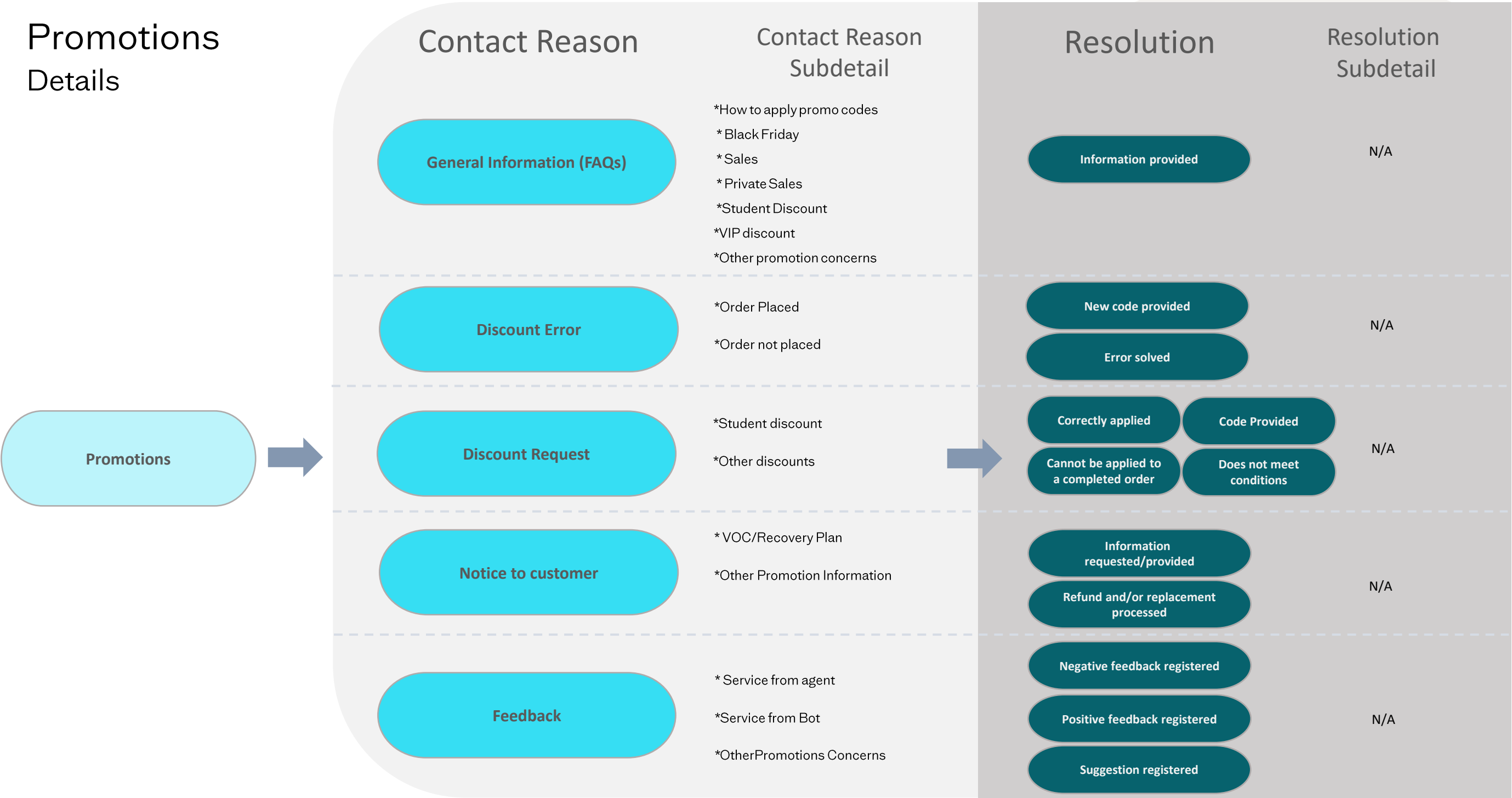
## Tools?

KB / Mango Website  
Internal shared files

## What about Outlet?

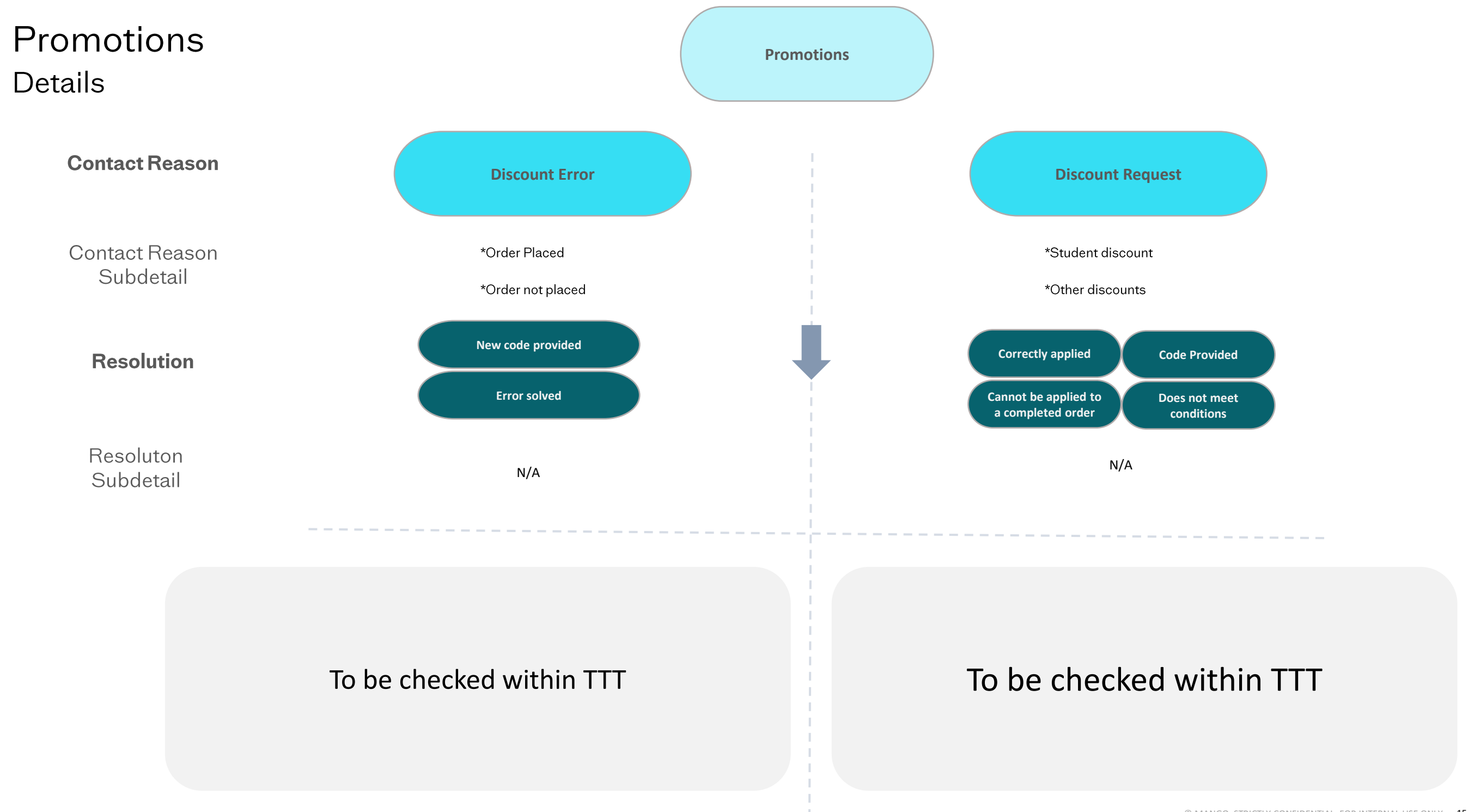
Please note that  
promotional codes are more  
likely to be related to  
Mango.com and Mango  
Stores.

# Promotions Details



# Promotions

## Details



# Out of Scope



# Out of Scope

Info or requests not within Mango scope of support (pranks, empty or cut-off messages with no specific context, messages to other companies, etc).

**Normally, contacts falling into Out of scope category might not be handled, as usually is related to failures on the communication or communications not wanted, must be CLOSED instead of resolved.**



Tools?

KB

What about Outlet?

Same info

# Out of scope Details

Out of Scope



Contact Reason	Contact Reason Subdetail
Incomplete message	
Conversation cut-off	
Understanding Error	
Empty message	N/A
Language not supported	
Prank	
Inappropriate approach	



Resolution	Resolution Subdetail
Information provided	N/A
Note: Most of the time these contacts will be concluded by " <b>Close</b> ", rather than "Resolve".	

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