ReturnExchange_Incidence on items_Item issue

SUMMARY

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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 <u>does not intend to return it</u>; 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 FFFDBACK

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

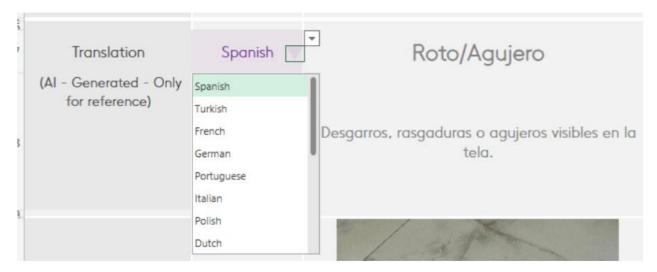
This category includes problems caused by the manufacturing of the items, both quality defects already present at the time of receiving the purchase and those originating after use. Examples: holes, twisted seams, etc.

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.





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)
- o 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:

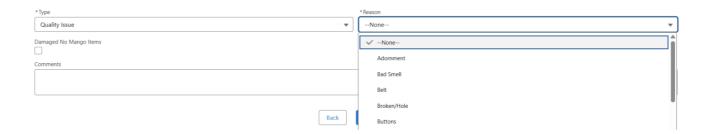
ONLINE ORDERS

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.



- 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".



- 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 <u>Accident or damage</u>.

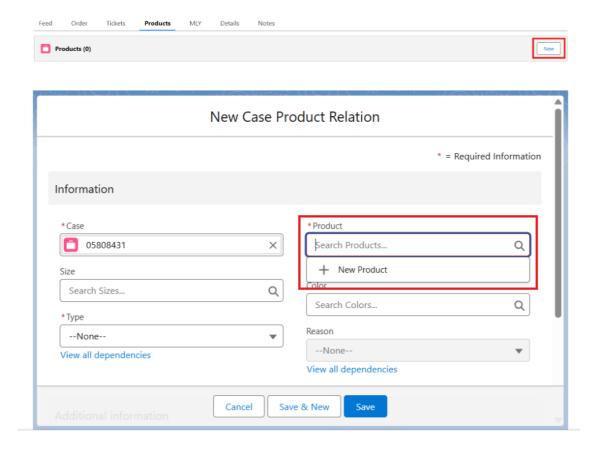
Other issues

- 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" fild 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.



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

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