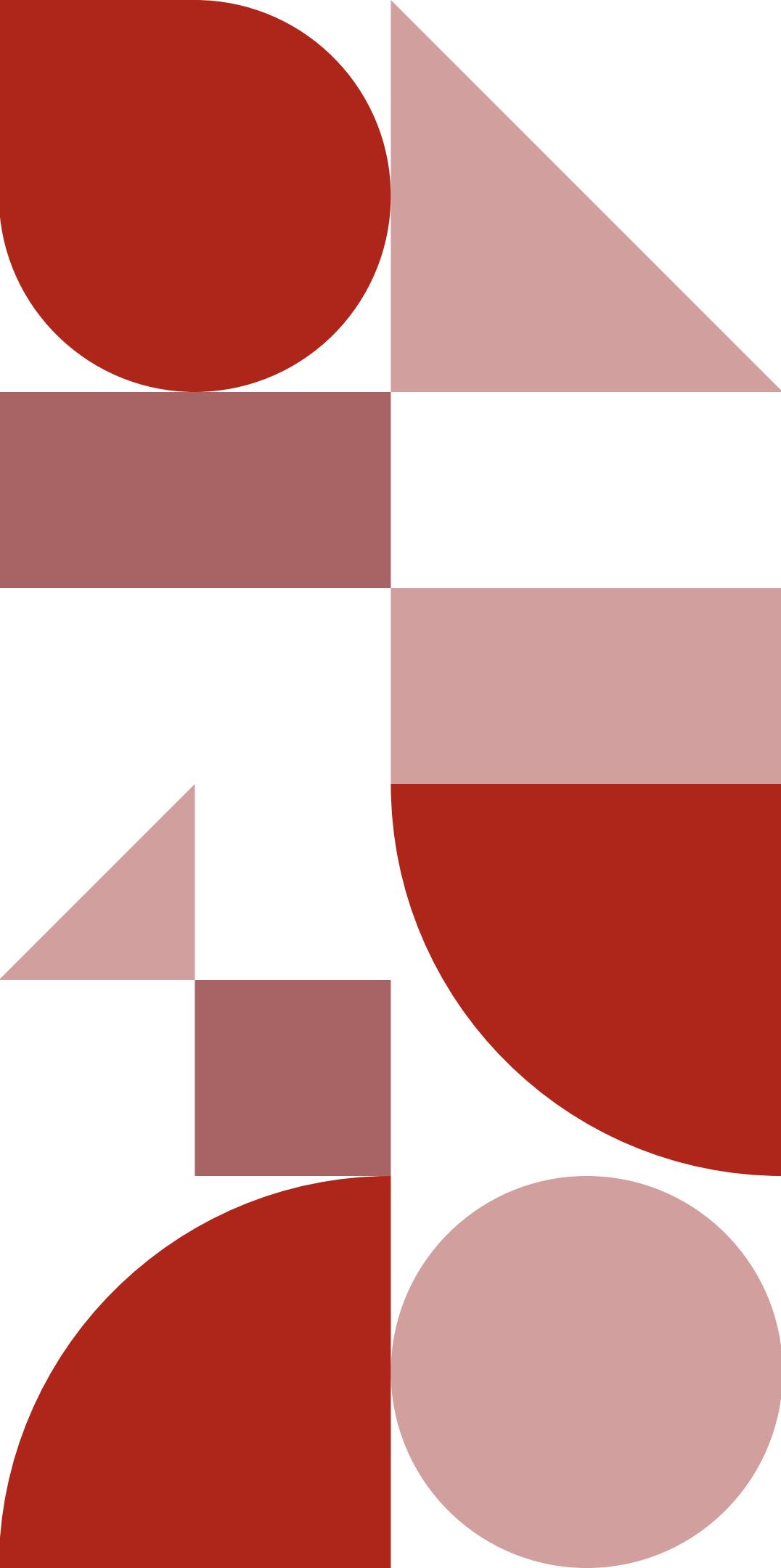




# DAMART UK

PART 1

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# WHO IS DAMART?

is a French company which specialises in clothing. Established in 1953 the brand became a household name in France and the UK.

Damart is part of Damartex and is thriving in Belgium, Luxembourg, Switzerland and the USA, as well as France. Along with partner companies in Australia, Cyprus and Spain, we keep over 10 million happy customers looking fabulous.

It all began in France when three brothers developed and patented Thermolactyl. Our world famous thermal clothing. The unique, manmade fibre was among the first ever to keep us warm and cosy in super-thin, soft, breathable fabrics. Quite a revelation.



# TRAINING OBJECTIVE

Aims to enhance your comprehension of Damart's operational processes and established procedures. The program is designed to facilitate the acquisition of new skills, foster personal development, and ensure the accumulation of knowledge crucial for proficiently executing your job responsibilities.

# TRAINING OUTCOME

- Arrange a return collection and explain the process to the customer.
- Deal with all return queries such as what is the return process, how much it costs, how long it takes etc.
- Add a delivery instruction after the return collection has been arranged. \*Cancel a return collection at the customer's request.

Damart has operations in the UK, France, and Belgium.  
Damart is part of the Fashion Division of the Damartex Group (head offices are in France).

Bingley Head Office



Steeton Logistic Warehouse



# DAMART UK – HEAD OFFICE – BINGLEY



**WE ARE AN OMNI- CHANNEL RETAILER PROVIDING A SHOPPING EXPERIENCE ACROSS ALL CHANNELS. CUSTOMERS CAN ORDER BY POST, TELEPHONE, OR ON THE WEB.**

## **WE SELL THE FOLLOWING:**

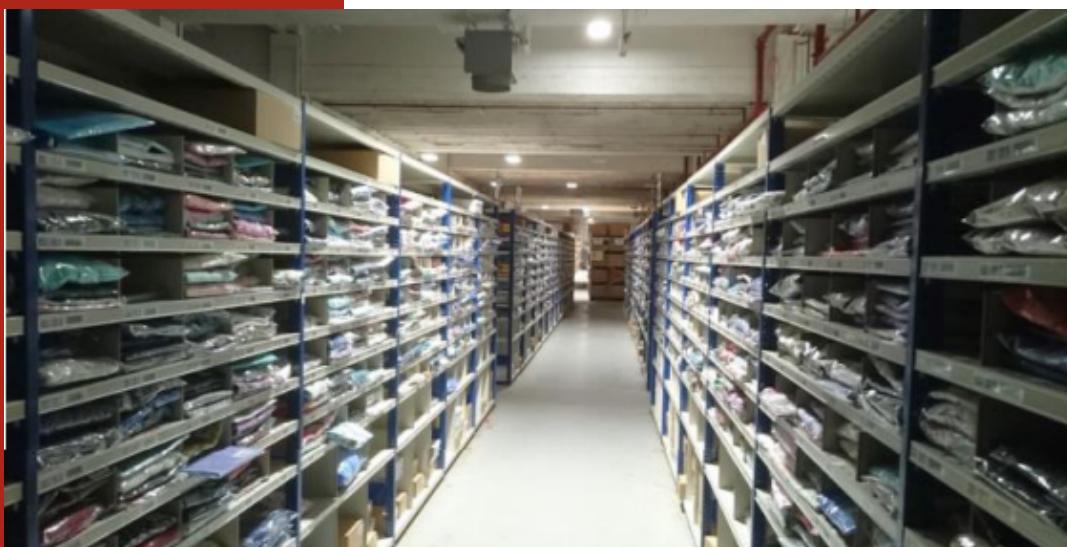
- READY-TO-WEAR ITEMS (BLOUSES, SHIRTS, TROUSERS, SKIRTS, DRESSES), NIGHTWEAR, UNDERWEAR, FOOTWEAR, HOUSEHOLD AND THERMALS.**

**WE MAINLY SELL LADIES' WEAR, SOME MENSWEAR, AND HOUSEHOLD ITEMS SUCH AS DUVETS, PILLOWS, TOWELS ETC**

# DAMART UK – WAREHOUSE - STEETON



The warehouse is found in Steeton, West Yorkshire. (This is about 7 miles from Bingley). This is where our customers' orders are picked, packed and distributed from. All returns from our customers are sent here to our Returns Department to process.



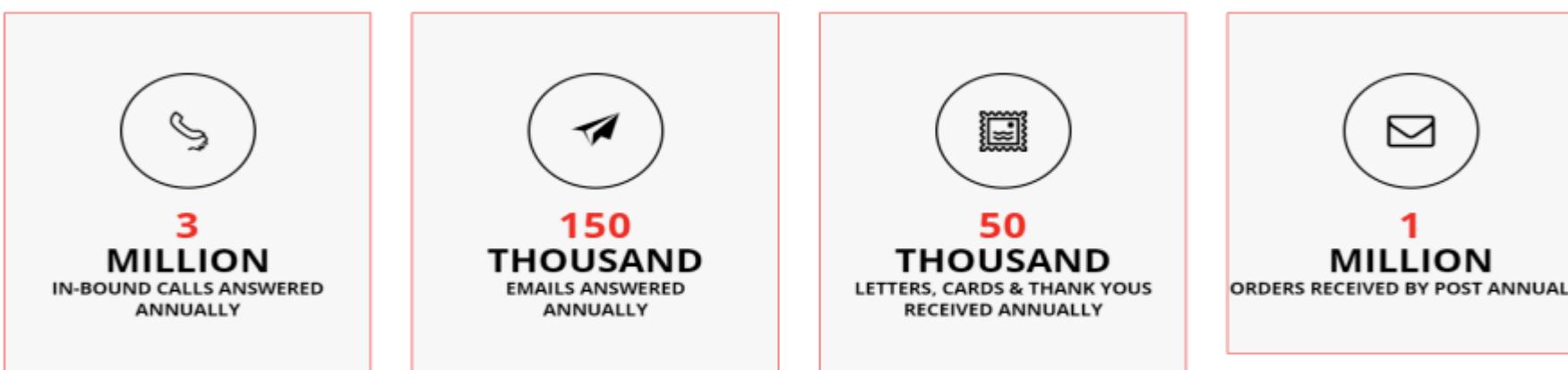


# KEY FACTS ABOUT DAMART

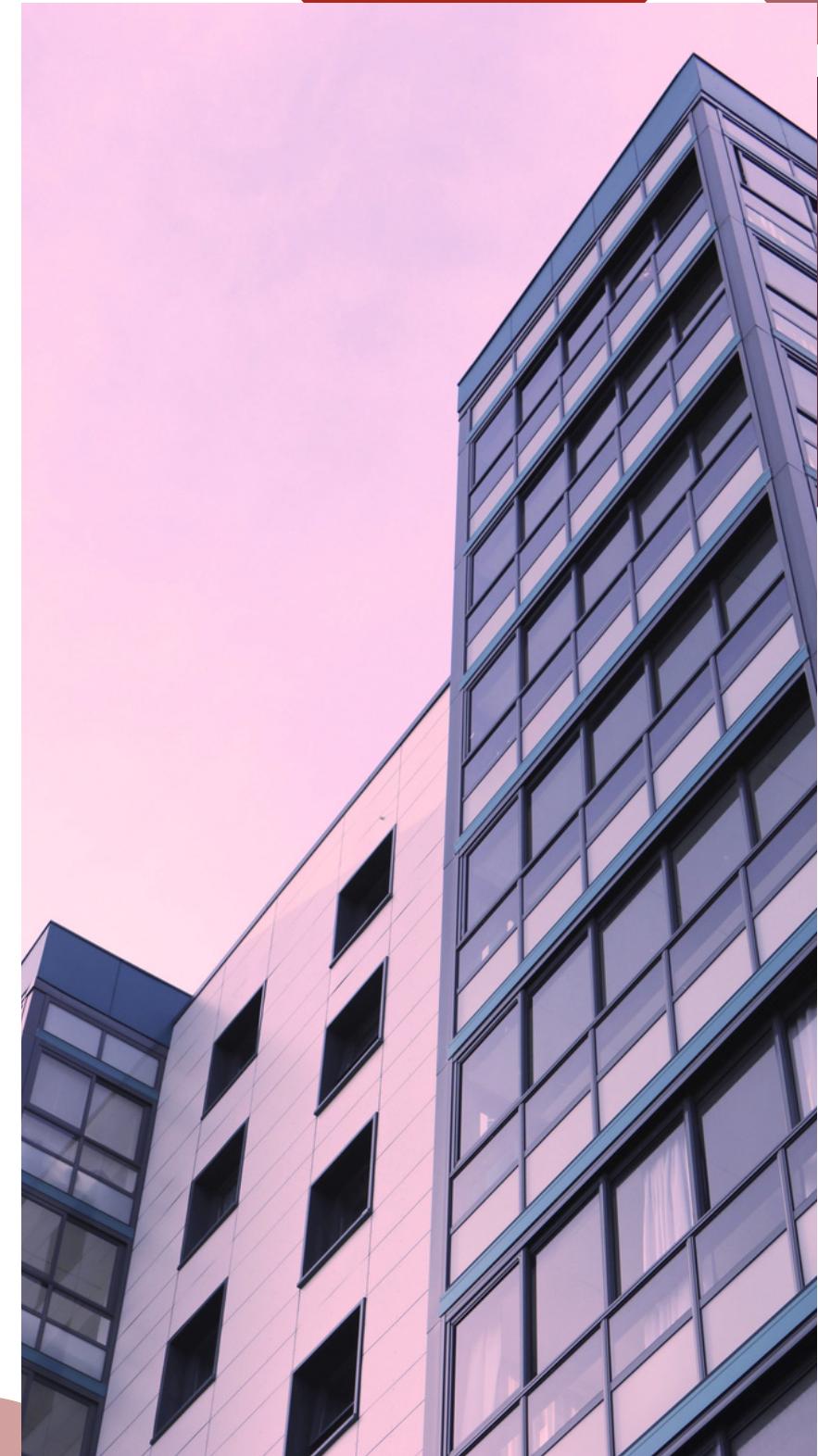
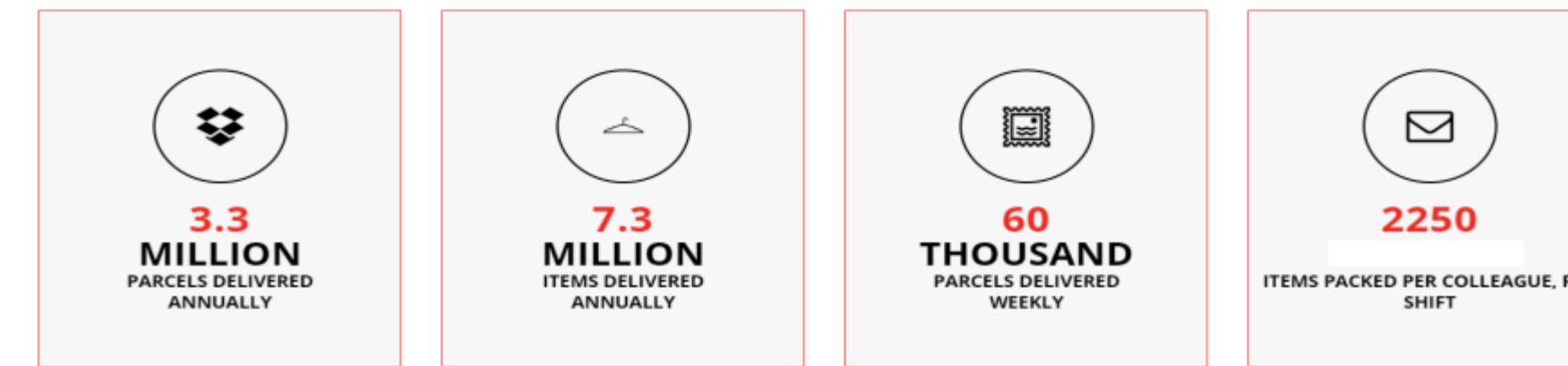
## OUR CUSTOMERS



## CUSTOMER SERVICE



## LOGISTIC – WAREHOUSE





# Meet the Customers

## DAMART Customer Profiles

### Meet Wendy

---

Age: 70+

---

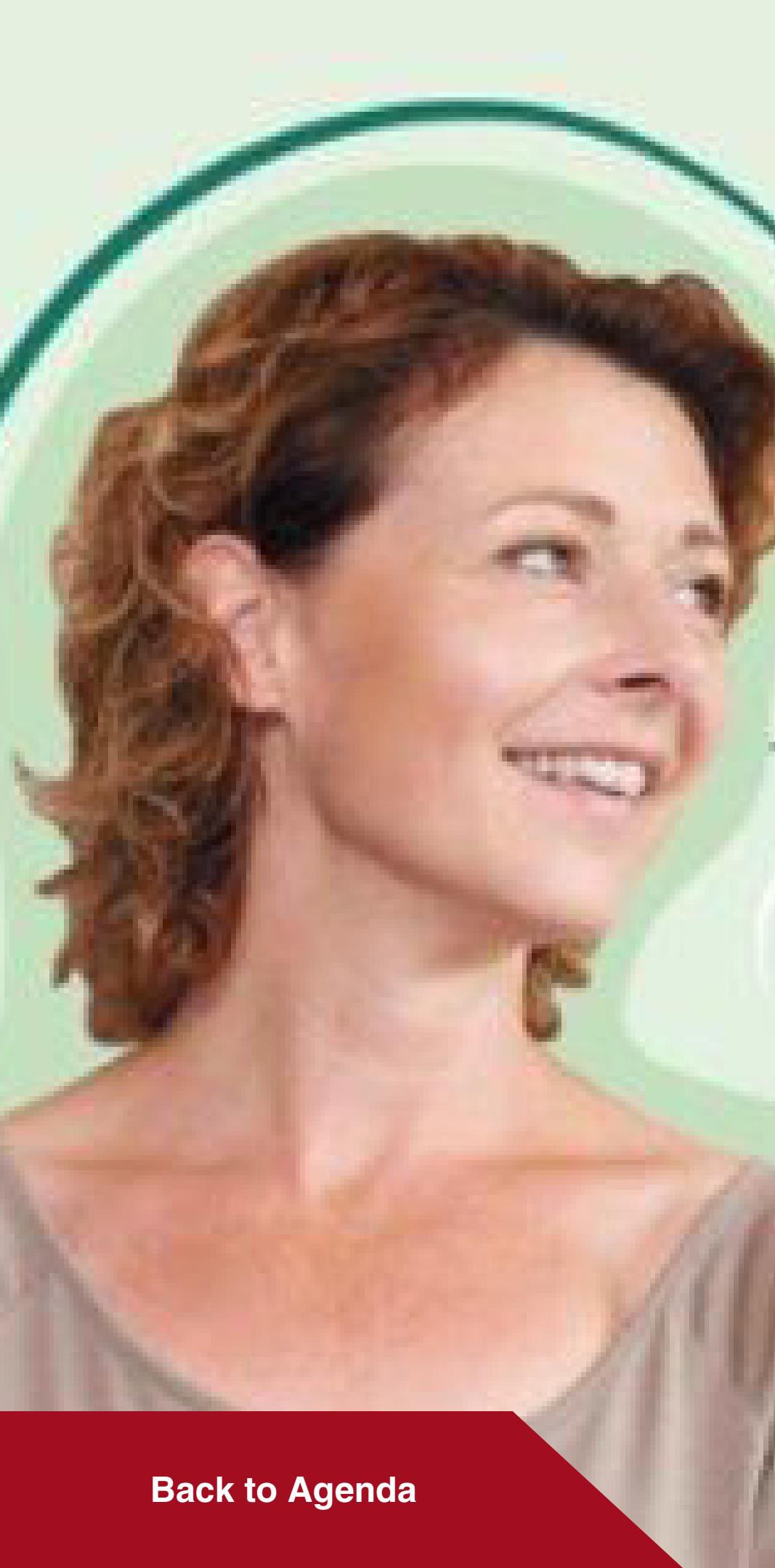
Retired

---

Hobbies/ Likes: A variety of activities, in particular, walking, eating out, shopping and relaxing with a nice cup of tea.

---

Shopping: She likes to browse the catalogue and call us or post her order. The internet is all quite new to her.



# Meet the Customers

## DAMART Customer Profiles

### Meet Susan

---

Still works full time.

She's worked hard throughout her life and is proud to have paid her mortgage off.

---

Hobbies/ Likes: Crafts, reading, walking and travelling. Her perfect day would be having a BBQ in the garden with family and friends.

---

Shopping: Susan still works and uses the computer daily, so she's happy to browse on the internet and place an order or give us a call.

---

# Fashion & Shopping

What do our customers like?

Fashion

Comfort

Good Quality

Suitable for all age

Good Sizing and Range



# Customer Vulnerability

Understanding our customer needs will lead to improved trust and loyalty.

Looking for our customers is paramount

There are many things in life that can drive customer vulnerability



## Health

Conditions or illness that may affect the ability to carry out day-to-day tasks

## Lifestyle

Major life events such as bereavement

## Savings

Low ability to understand financial or emotional states

## Capabilities

Low knowledge of financial matters or low confidence managing money

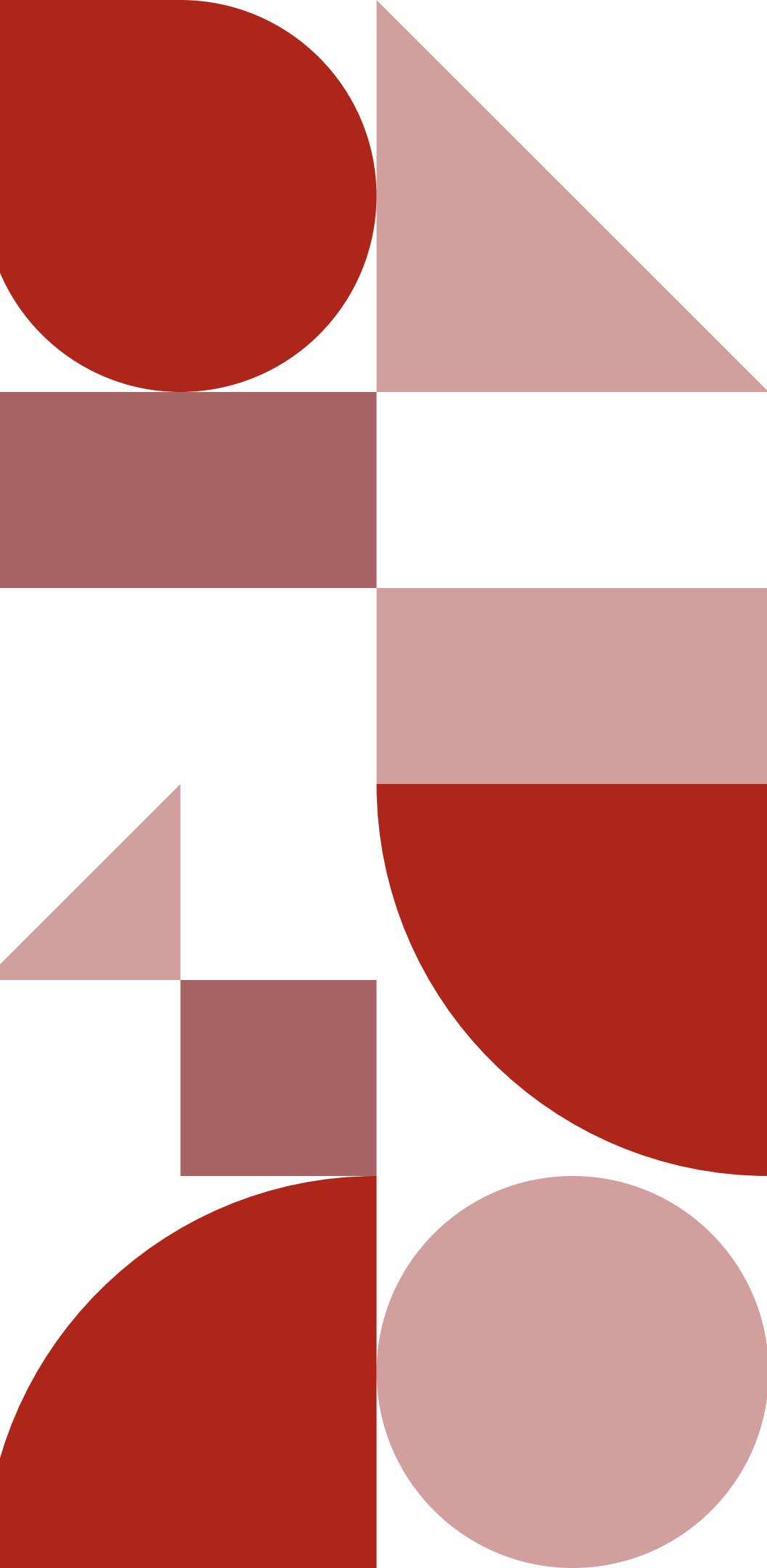
# How to deal with Customer Vulnerability

- ▶ Recognize the vulnerability. For example, if the customer cannot see or hear very well.
- ▶ Actively listen.
- ▶ Adapt to the situation – no 2 calls will be alike
- ▶ Speak clearly.
- ▶ Show empathy – understand the situation
- ▶ Look after the customer



# PRODUCT KNOWLEDGE

---



► PULL ON TROUSERS



► PULL ON  
STRETCH  
JEAN



► MICRO FLEECE PANTS



► SHERPA FLEECE

DAMART'S TOP 5  
BEST SELLERS

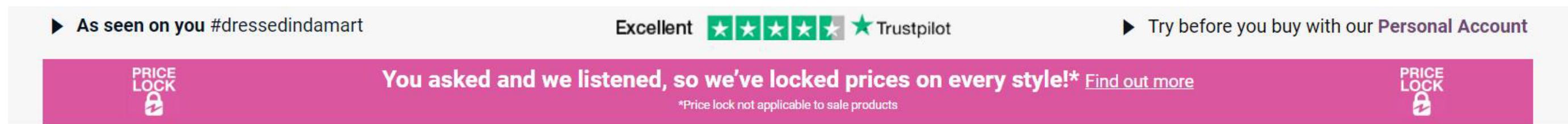
AUTUMN / WINTER



► PONTE  
STRAIGHT  
LEG T

# LET'S VISIT THE WEBSITE TO VIEW OUR PRODUCTS

<http://www.damart.co.uk>





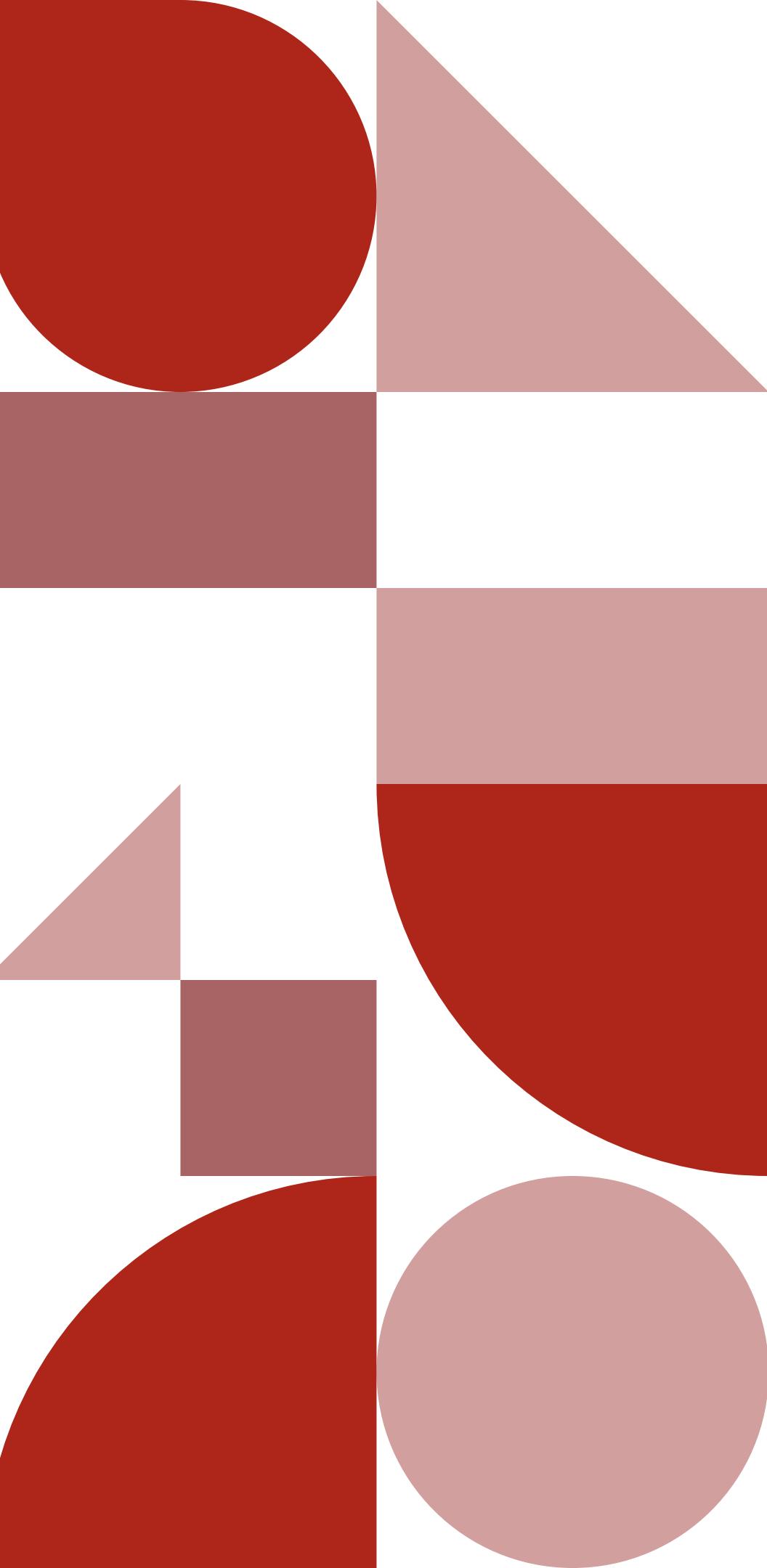
# ACTIVITY

The customer would like a warm jumper for winter, something that will look smart but is comfortable to wear. She's not too bothered about colour but doesn't want anything too bright.



# THE CUSTOMERS JOURNEY

---





Customer  
will place an  
order



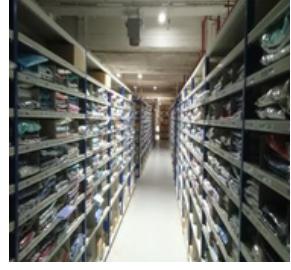
The courier  
delivers the  
parcel to the  
customers.



Order is  
placed on  
Opra



is the system tool we  
use to process our  
orders.



The order is  
transferred to the  
Logistics system to be  
picked and packed at  
the warehouse



The parcel is passed to  
the local EVRI courier  
from the local hub to  
deliver.



The parcel is picked up by  
EVRI delivery company and  
taken to the National  
Sorting Hub to be sorted  
into local Hubs.

# DELIVERY & COLLECTIONS

---



- EVRi the UK's biggest parcel delivery/ collections company.
- They have over 18,000 couriers who deliver and collect parcels.
- EVRi delivers and collects parcels Monday to Saturday 7 am – 8 pm.

- The courier will attempt to deliver/ collect the parcel.

- If the customer is not there:

DELIVERY - The courier will try to leave in a safe place or with neighbors.

- If unable to deliver the parcel, the courier will make 2 further attempts.

COLLECTION -The courier will look to see if the parcel has been left in a safe place.

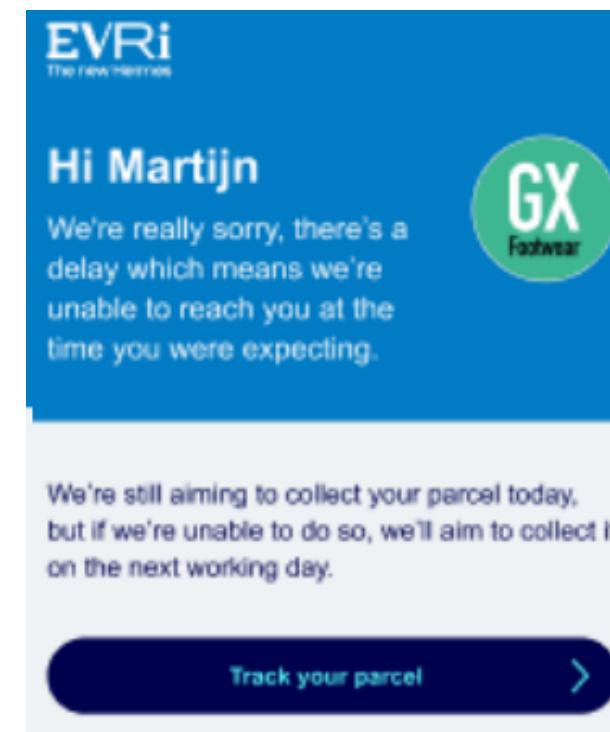
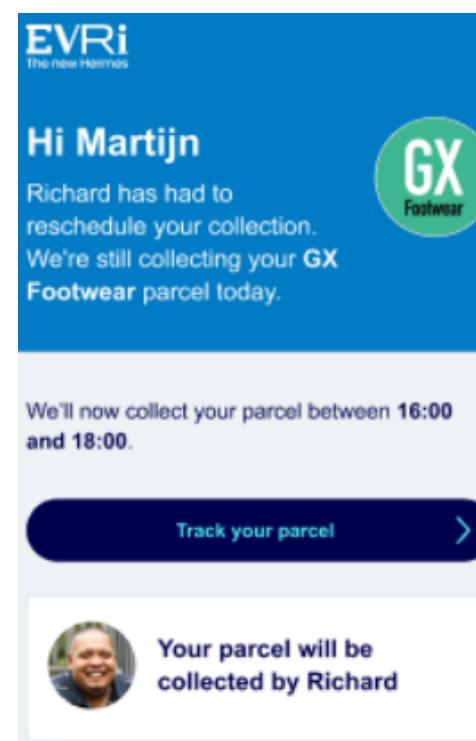
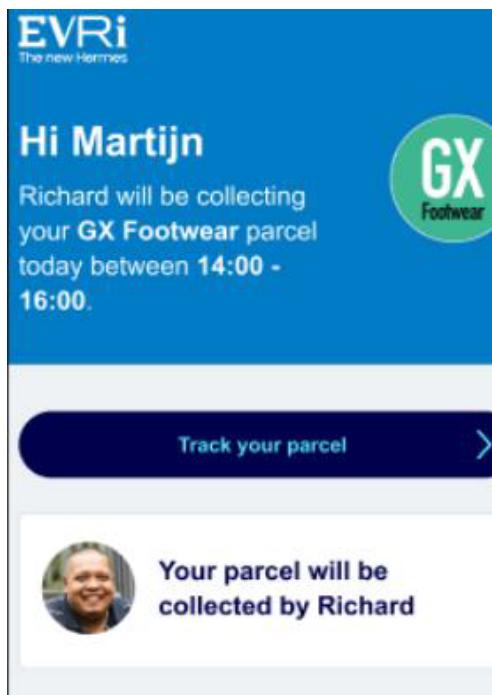
EVRi will leave a calling card in the event of an attempted delivery/ collection or a 'digital calling card' if we have the customer's email address.



# DELIVERY & COLLECTIONS

- If EVRi has the customer's email address they will stay in contact throughout the 'Delivery' and 'Return' journey.

## Examples of contact



As we haven't been able to collect your parcel after 3 attempts we can't make further attempts.  
If you still need to return your parcel please drop it off at your local Parcel shop or locker.

Collection Courier attempted x3 .

NOTE: The courier will only get paid for parcels they collect so it is in their best interest to keep communicating with the customer.

# DELIVERY NOTE



**DAMART**  
the comfort to truly be me

Mrs Samplesamplesample  
99 Sample House  
Sample Street  
Sample Town  
Sample County

**Delivery Note & Returns Form**

Account Number: 0000000000  
Order Number: 0000000000  
Date: XX/XX/XX  
Payment Method: Xxxxxxxxxxxxxx

Mrs Samplesamplesample

**Thank you for your order!**

We really appreciate every customer and hope you are delighted with your item/s.  
We know that sometimes you may need to return or exchange something,  
so we've made it super easy. Turn over to find our step-by-step guide.

Need to contact us about this order?  
Phone 0330 123 0842 - 7 days a week 8am - 8pm.  
Use live chat at damart.co.uk or email customerservices@damart.com.

**Reasons for Return**  
Pop the Return Quantity and Return Reason number in the pink and purple columns below. Then detach the Returns Form and enclose it in your parcel.

1. Too big	5. Fabric not as expected	9. Arrived too late
2. Too small	6. Faulty	10. More than one ordered for choice
3. Quality not as expected	7. Sorry I ordered the wrong item/size	8. Wrong item sent

Wanting to exchange for a different size or colour? Not a problem, complete the Returns form below.

If you would like a completely new item rather than an exchange or refund, please place a new order.

**Here's what you ordered**

Item Ref.	Qty	Item Description	Colour	Size	Fit	Original Price	Discount	Price
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00
★ X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00
◎ X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00
+ X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00	Xxxx	0.00

Total Goods £ 0.00  
Postage & Packaging £ 3.99  
TOTAL VALUE £ 0.00  
Underpayment £

Acc No: 0000000000 Order No: 0000000000 Payment Method: Personal Account

**Returns** Acc No: 0000000000 O/N: 0000000000 Payment Method: Personal Account

**Exchange**

Item Ref.	Qty	Item Description	Colour	Size	Fit	Price	Return Qty	Return Reason	Item Ref.	Colour	Size	Fit	Qty
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							
X000X	1	Xxxxxxxxxxx	Xxxxxxx	Xxxx	1	0.00							

When a customer opens their parcel, inside they will find a delivery note which tells them what is in the parcel. It also has a Returns section to complete if the customer wants to return any ordered items.

# PAYMENT

---

# HOW DOES THE CUSTOMER PAY FOR THEIR ORDERS?

## Full Payment

- This is when a customer pays IN FULL at the time of placing the order by either credit/ debit card, cheque, giro/ postal order or PayPal. (PayPal is web only).

## Personal Account

- This is when a customer pays for their order after they have received it using either a credit/ debit card, cheque, giro/ postal order, direct debit, at the bank, online banking, using the automated payment line, or PayPal (PayPal is web only).

# Personal Account

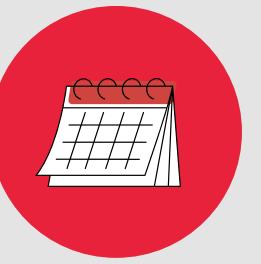
Did you know?

It is important when dealing with returns to know how the customer paid for the order they are returning, this will affect how they are charged the return collection fee.



## Try before you buy

Try items in the comfort of your home. You'll only pay for what you keep!



## Pay for it later

With up to 28 days to pay, you've plenty of the time to decide.



## Spread the cost

Enjoy the flexibility to split the cost into a monthly payment.

# RETURNS

Why do customer return goods?

There are many reasons for this,  
as shown on the right:

The customer must pay to return  
a parcel unless the product is  
faulty, damaged or we have sent  
the wrong item in error, in these  
scenarios ONLY the postage to  
return will be free.

The item didn't  
fit - too small or  
too large

The quality /  
colour was not  
as expected

The fabric was  
not as expected

The product was  
**FAULTY**

Wrong item was  
ordered /  
received

More than 1 was  
ordered for  
choice

The product  
arrived too late

Customer didn't  
like it or item not  
expected

The item was ordered  
by mistake

# Returns Policy

'To qualify for a refund of the standard postage and packing charge usually £3.99 the customer must return the full order including any free gift(s) to us within 14 days. Any additional charges, for example Express Delivery will not be refunded.'

(Express delivery is an additional £3.00 with guaranteed delivery of 2 working days, this is offered at the time of placing the order).

## Personal Account

BEFORE the parcel is returned to the warehouse.

## Full Payment

AFTER the parcel has been returned to the warehouse.

**When arranging a returns collection for a customer, it is important to know how the customer had paid so you can advise accordingly.**

[Back to Agenda](#)

# ” WHY DO WE NOT OFFER FREE RETURNS? ”



- It is not in our business model to offer FREE RETURNS.

Instead, we offer Easy Returns.



► [Easy returns](#)

It couldn't be easier for a customer to return their goods.

- They make a phone call.
- Wrap the parcel up with the delivery note inside.
- The courier will collect on the arranged day, or they can choose a safe place to leave their parcel if not in.
- The customer can then leave the rest of the process with us.



# EXPECTATIONS

---



“

REMEMBER THE MAGIC NUMBER!

- Within 14 days is our aim to refund any goods returned to us (if not earlier).
- Within 14 days to process on a customer's Personal Account statement
- Within 14 days refund back to the card issuer account or bank account (Full Payment) from the date the return is posted or from its collection date.

THE CUSTOMERS ARE ALWAYS  
ADVISED TO KEEP THE RECEIPT. IF  
THEY DON'T AND WE DO NOT  
RECEIVE THE GOODS BACK, WE WILL  
NOT BE ABLE TO REFUND THE ITEMS.

**NOTE:** We aim to have a return processed and credited to the account or refunded (depending on how the customer has paid) to the customer within 14 days however there are many occasions when this process is completed before the 14th day. This is also the timescale for replacement orders being received by the customer



# GETTING THE PARCEL READY

## GETTING THE PARCEL READY - RETURNS PAPERWORK

**Reasons for Return**  
Pop the Return Quantity and Return Reason number in the pink and purple columns below. Then detach the Returns Form and enclose it in your parcel.

1. Too big	5. Fabric not as expected	9. Arrived too late
2. Too small	6. Faulty	10. More than one ordered for delivery
3. Quality not as expected	7. Sorry I ordered the wrong item/size	
4. Colour not as expected	8. Wrong item sent	

**Wanting to exchange for a different size or colour? Not a problem, complete the Returns form below.**

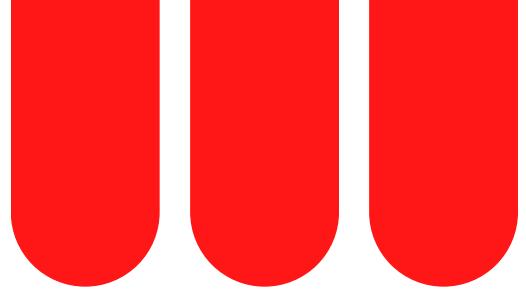
If you would like a completely new item rather than an exchange or refund, please place a new order.

FRONT OF THE DELIVERY NOTE

- Using the Reason for Return codes, the customer must indicate what they are returning and why.
- If they would like to exchange/ order something else, they must complete the Exchange section.

Returns		Acc No: 000000000000 Q/H: 000000000000 Payment Method: Personal Account							Exchange				
Item Ref.	Qty	Item Description	Colour	Size	Fit	Price	Return Qty	Return Reason	Item Ref.	Colour	Size	Fit	Qty
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							
X000X	1	Xxxxxxxxxxxxxxx	Xxxxxxxxx	Xxxx	1	00.00							

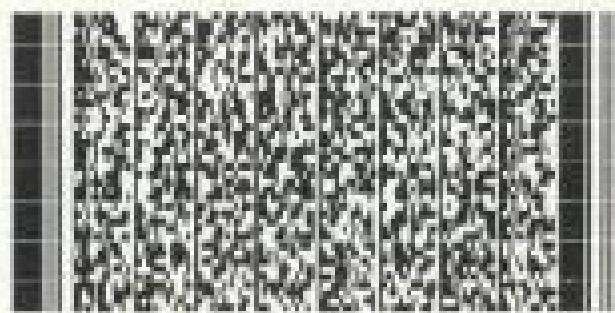
Once the Returns Label is detached with scissors, the paperwork needs to go in the parcel.



# RETURNS PAPERWORK

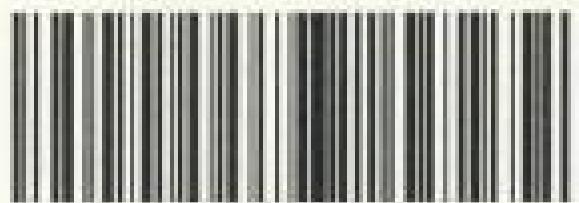
Damartex Ltd

EVRI



Destination	Damart UK LTD
Return Department	Station Road
Steeton	
Keighley	
West Yorkshire	
BD20 6RA	
Date	07/06/23
Weight in kg	0.7
Order number	5416[REDACTED]40001

**34 NRC  
C2B  
RETURN**



T00JJD0075544470



There are 2 returns labels – EVRI or Royal Mail. The customer decides how they want to return the parcel.

The customer cut out the chosen label and attach it to their parcel ensuring that all other labels are covered to avoid confusion.



## Did you know?

EVRI is the UK's biggest parcel delivery/ collections company.  
Royal Mail is a British postal service and courier company.

# RETURNS OPTIONS



## EVRI COLLECTION ARRANGED BY DAMART

- **COST:** £3.99 – charged to Personal Account at the time of collection arranged if a Personal Account order.
- FULL PAYMENT – charged by deducting from the refund when the goods are received back and processed.
- PROCESS: Customers can book a returns collection by calling 0871 423 4351 (The call is charged at 13p per minute).
- A collection is arranged on an agreed date.
- The courier will collect anytime between 7 am and 8 pm.
- A receipt will be given as proof of collection.

## POST OFFICE (USING THE ROYAL MAIL LABEL)



- COST: £2.99 – Charged when the return has been received and processed for both Full Payment and Personal Account.
- PROCESS: The customer returns this via their local Post Office, the bar code will be scanned, and a receipt given.

# RETURNS OPTIONS



**EVRI COLLECTION OR DROP OFF AT THE PARCELSHOP- SELF SERVE – ARRANGED BY THE CUSTOMER THROUGH THE EVRI WEBSITE**

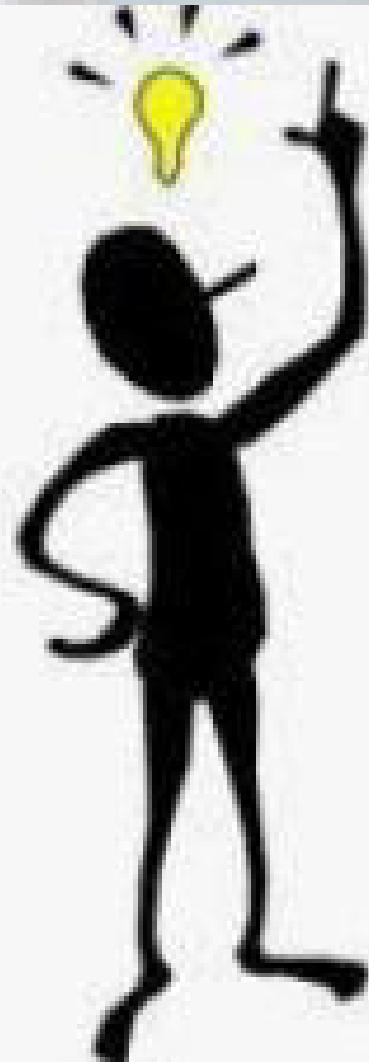
- **COST: £2.99** – The amount will be charged through EVRI on their website.
- The customer books this service through the EVRI website. (They must have their order number to hand)
- They will be required to print their label so will need access to a printer. (Most ParcelShops can print the label for the customer).

- **COLLECTION** – the courier will collect as arranged and a receipt will be given to the customer. If EVRI fails to collect the customer must contact EVRI directly.
- **PARCELSHOP** – the customer will drop their parcel off at their nearest ParcelShop and a receipt will be given.

# PARCELSHOP

## DID YOU KNOW?

PARCELSHOP (AND LOCKERS) are available for customers to drop off and pick up their parcels if it's not convenient to deliver or collect from their home address.



They are usually found at their local shops, newsagents, and supermarkets.

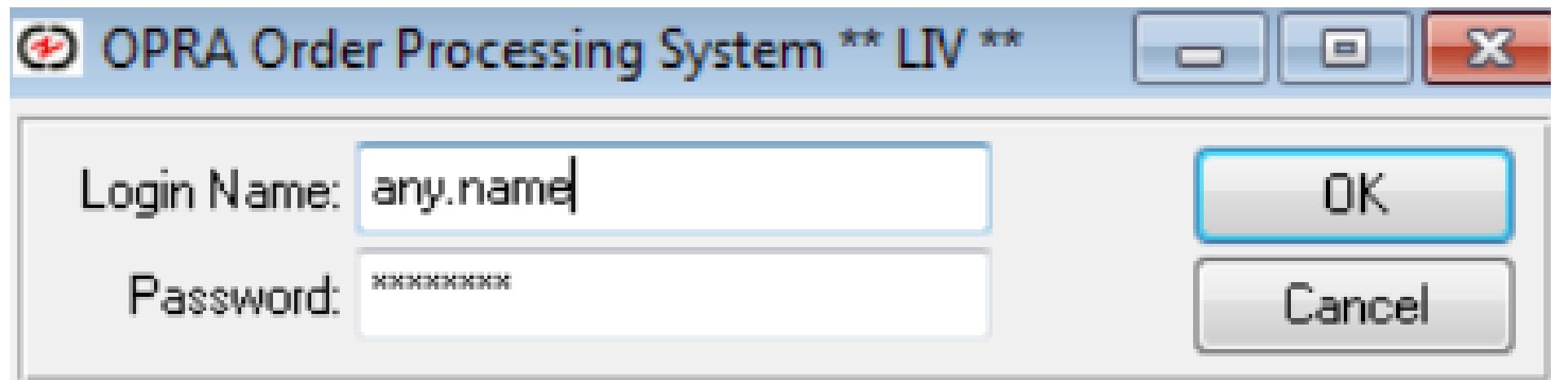


If the customer uses our EVRi local parcel shop the £2.99 charge will be added to the customer's Personal Account or deducted from their refund (full payment customer) when their parcel is processed in the warehouse.

# **HOW TO ARRANGE A RETURNS COLLECTION**

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# How to Log in



You will need to type in your unique username and password.

1. From the Navigation Tree double click on 'Damart Returns'.



2. Double click on 'Landing'.

4. Type the customer's account number in the field and click Enter.

**DO NOT click Search!**

3. The following screen will open:

A screenshot of a software window titled 'Landing'. It contains several input fields and buttons. At the top is a 'Search' button. Below it is a 'Details' section with fields for 'Name' (containing 'Mr Damart Test'), 'Age' (containing '41'), and 'DOB' (containing '14/01/1982'). Further down are fields for 'Address' (containing 'Damartex Uk Ltd Bowling Green Lime Street Bingley W Yorkshire BD97 1AD') and 'Contact Details' (containing four lines of blue text: 'Telephone: 07999955555', 'Mobile: 07999955555', 'Telephone: 07999955555', and 'Telephone: 07999955555'). At the bottom is a 'Actions' section with seven buttons: 'Customer Enquiry', 'Order Enquiry', 'Catalogue Request', 'Mailing Preferences', 'Customer Contact', 'Return Collection', and 'Memo Entry'. An orange arrow points from the text 'The following screen will open:' to this window.A screenshot of a software window showing search results. It has sections for 'Account Number' (with a search field and 'Search' button) and 'Details'. The 'Details' section shows a customer record with 'Name' ('Mr Damart Test'), 'Age' ('41'), 'DOB' ('14/01/1982'), 'Address' ('Damartex Uk Ltd Bowling Green Lime Street Bingley W Yorkshire BD97 1AD'), and 'Contact Details' (listing four telephone numbers). An orange arrow points from the text 'The following screen will open:' to this window.

The customer's information is now available and ready for security checks (data protection) to take place.

# IMPORTANT ! DATA SECURITY

For Security Purposes you must ask the customer to confirm:

- ▶ THEIR FULL NAME (including first name).
- ▶ THE FIRST LINE OF THEIR ADDRESS



## Who is a Third Party?

Any person calling on behalf of the customer, for example,a relative, a carer, a friend.

- ▶ THE CUSTOMER'S FULL NAME
- ▶ THE CUSTOMER' S FIRST LINE OF ADDRESS
- ▶ THE CUSTOMER'S DATE OF BIRTH
- ▶ OR THE CUSTOMER'S (TELEPHONE NUMBER)OR (LAST ITEMS ORDERED).



# IMPORTANT ! DATA SECURITY



IMPORTANT! If the Third Party does not pass the security questions, ask if the customer is there to give authorization to use the account on their behalf, if not there ask the Third Party to call back when the customer is available.



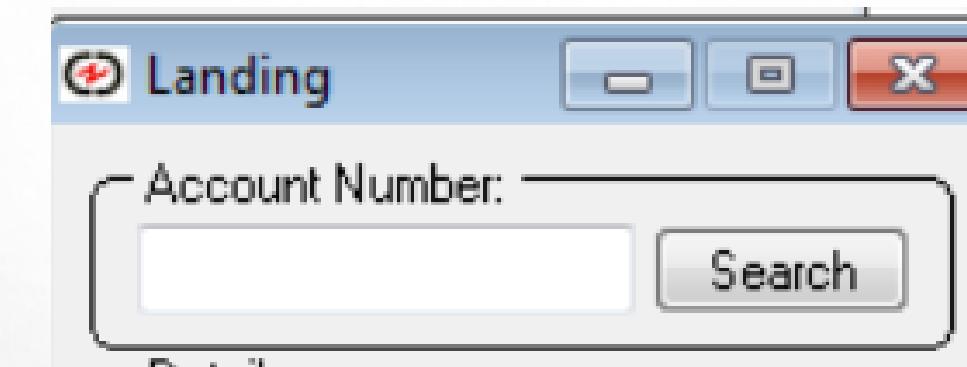
# SEARCHING FOR A CUSTOMER

To arrange a Return Collection the customer must have an account number, but they may not have this to hand.

Assist the customer by finding their account number for them.

To do this:

From the Landing Page click on Search.



Insert the customer's postcode and surname.

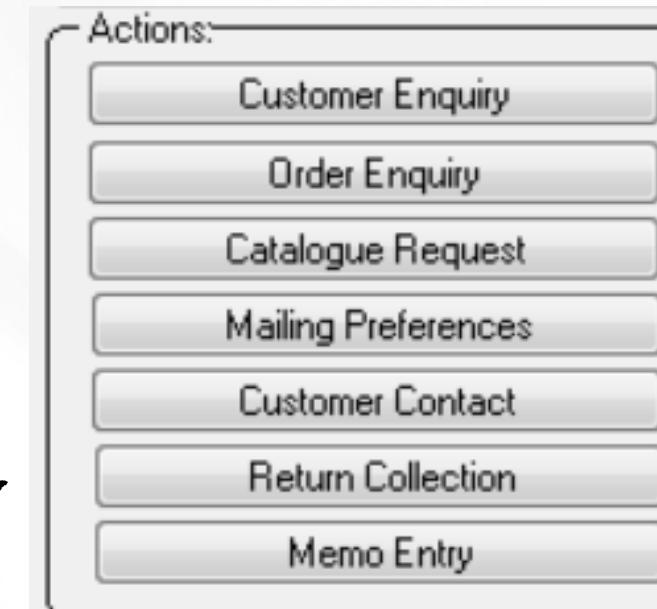
A screenshot of a "Customer Search" dialog box. It features a title bar "Customer Search" and two input fields: "Postcode:" and "Surname:". Below each field is a small descriptive label ("Postcode:" and "Surname:" respectively). To the right of each field is a "Search" button.

Click Search.

The postcode must have a space between. For example, BD13 4AT

# TO ARRANGE A COLLECTION

Click on Return Collection on the Landing Page.



Click on 'Add Collection'

## NOTE:

A tick in the box indicates that the customer has a Personal Account, it does not mean the customer has USED their Personal Account.

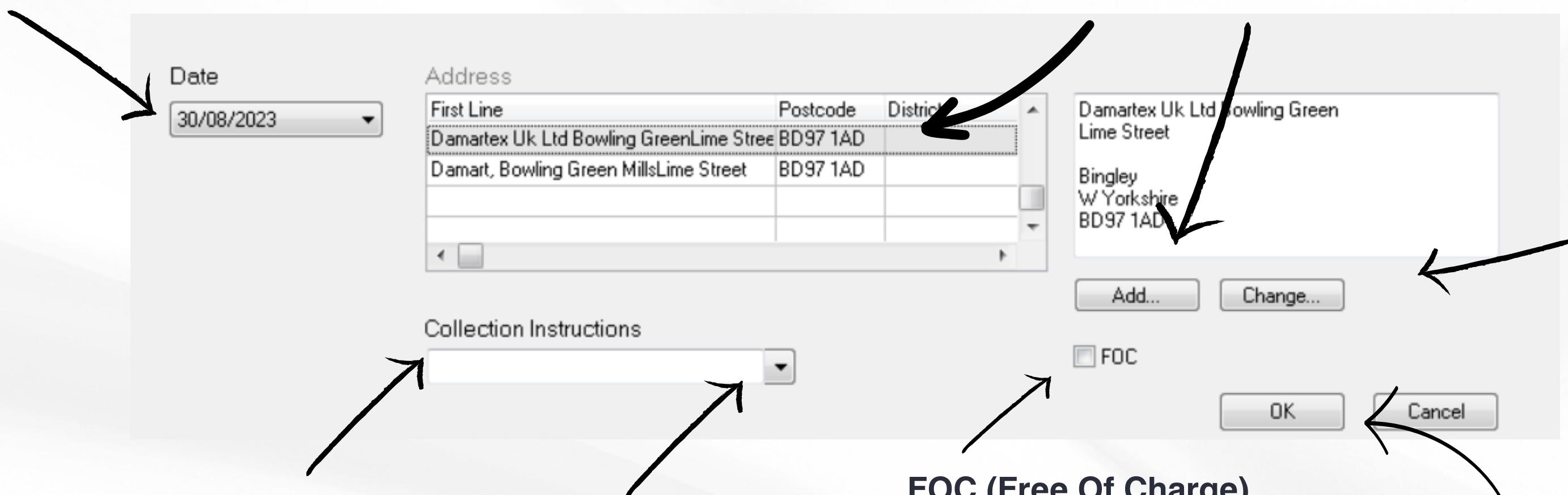
Click OK.

# TO ARRANGE A COLLECTION

The following screen will appear:

Select the date of collection using the drop-down arrow.

The screen will automatically default to the billing address, this can be changed by adding an alternative address. We DO NOT offer this, it is at the customer's request ONLY. If the customer requests: Click on 'Add' this will open an address details box to allow you to change the address.



Collection instructions can be added for the courier, either by using the drop-down selection or typing free text (up to 32 characters).

ONLY tick use this in the event the product is:

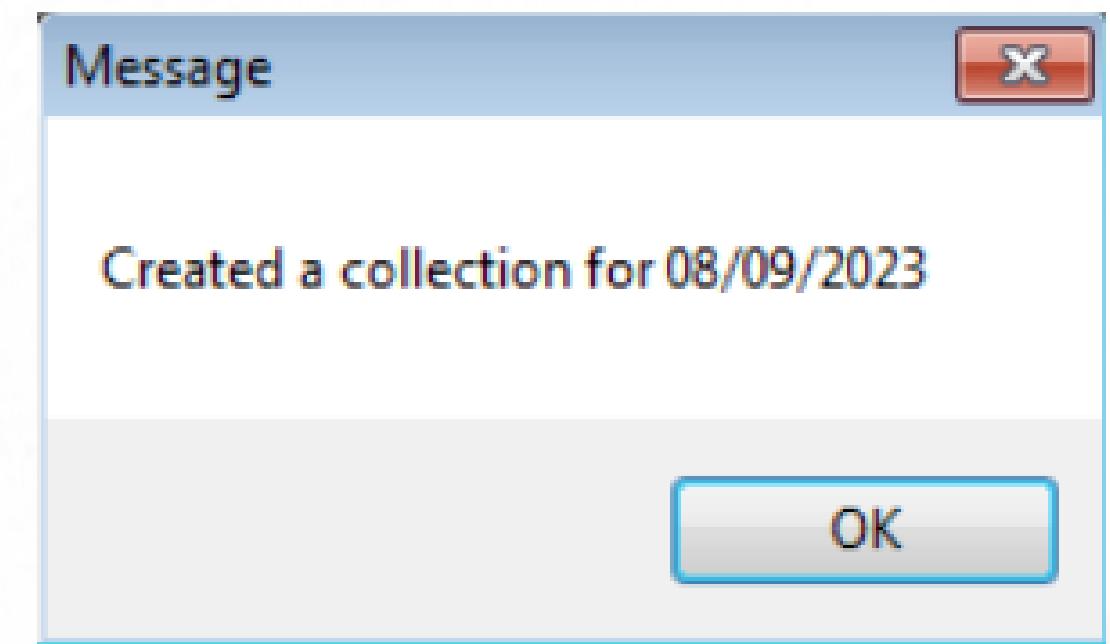
- Faulty
- Damaged
- Wrong product

This should not be ticked for any other reason.

Once complete click OK. If a Return Collection is no longer needed, click Cancel.

# ADDITIONAL INFORMATION

Once the collection has been arranged the following message will appear confirming the collection date.



**NOTE:**

The date format is as follows: 08/09/2023

08 - day (8<sup>th</sup>)   09 - month (September)   2023 - year



**NOTE:** If a customer is returning more than 1 parcel, they must arrange a collection for each parcel.

Each parcel will have its own returns barcode. (Attached to the delivery note).

# AMEND OR CANCEL A COLLECTION

Collection Detail	
Date	
Collection Date	Status
08/09/2023	Awaiting Collection
08/08/2023	Cancelled
07/08/2023	Cancelled
07/08/2023	Awaiting Return
05/08/2023	Cancelled
04/08/2023	Cancelled

Address

Damartex Uk Ltd Bowling Green  
Lime Street  
Bingley  
W Yorkshire

FOC

Collection Instructions

- Collect from porch
- Collect from garage
- Collect from shed
- Collect from neighbour at no.

Add Collection   Cancel Collection   Amend Instruction

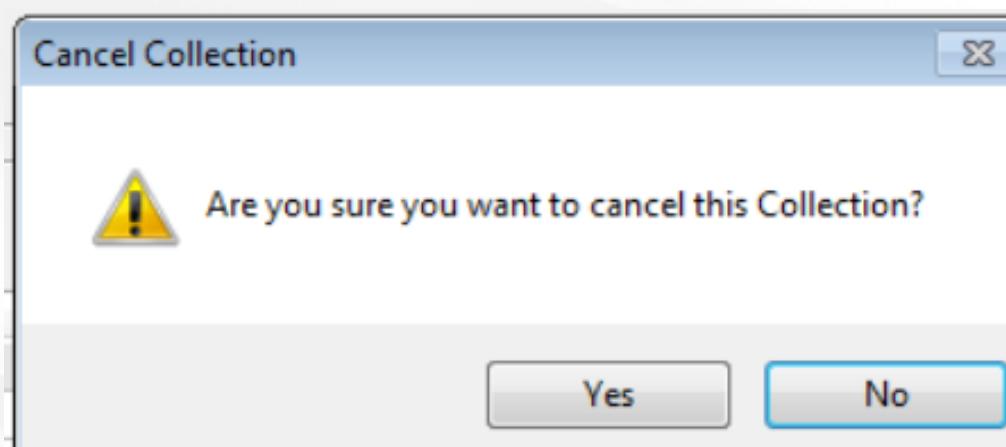
**CANCEL COLLECTION**

Click on Cancel Collection.



**AMEND INSTRUCTION**

Click on Amend Instruction.



The Collection Instruction field is available to either select an instruction from the drop-down list or add the customer's instructions.

Once amended click OK.

# **FREQUENTLY ASKED QUESTIONS - CUSTOMERS**

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# How do I pack the parcel?

- If customers have the original packaging and it's in good condition, use this to return the parcel ensuring the delivery note is inside with the returns section complete and the label attached to the front of the parcel.
- If customers will re-use a box or bag, make sure there are no old labels or barcodes showing. These might be picked up by the courier's scanners and the parcel is sent to the wrong place.
- If the original packaging is not in good condition, or they no longer have it, ask the customer to use a strong bag/box to return the item ensuring the item is secure, it has quite a journey to go through!

# Can I pay the courier when they pick up my parcel?

- No, the courier will not accept any form of payment for collecting your parcel. If the goods have been paid in full, the return collection charge will be deducted from the refund.
- If the items have been added to a Personal Account, the return collection charge will be added to their account.

## **Can the parcel be picked up when the courier delivers my next parcel from Damart?**

- No, it is a separate transaction. The collection needs to be booked in, if not booked in the courier will refuse to take the parcel.

## **I have an EVRi return already booked in with another company, can I pass them the Damart parcel as well?**

- No, it is a separate transaction. The collection needs to be booked in with Damart, if not booked in the courier will refuse to take the parcel.

# I want to order something else instead, how do I do this?

- Ask the customer to complete the Returns section advising what's being returned and why it's being returned.
- They also need to complete the Exchange section (next to the Returns sections) stating what they would like instead.

If the customer asks to re-order with you over the telephone - TRANSFER THE CALL.

Returns		Exchange											
Item Ref.	Qty	Item Description	Colour	Size	Fit	Price	Return Qty	Return Reason	Item Ref.	Colour	Size	Fit	Qty
0THBES001	1	Stanford Runner	Lead	01: Standard		£2.00							

Note: REMIND the customer that they will need to send additional monies (cheques) to cover the cost if the new item is more than the item being returned and any returns postage.

# Terminology

TERM	DEFINITION
PORCH	A covered area adjoining an entrance to a building.
SHED	An outdoor structure used for storage.
WHEELIE BIN	A large container with wheels used for household waste.
METER READER	A box that's situated outside the home to measure electrical usage.
CONSERVATORY	A room with a glass roof and walls attached to the side of a house.
PRE - SUB FAILURE	When a parcel has not been collected due to a system error when sending the customers address to EVRi.

## THE SCRIPT GUIDELINES (ADVISOR)

**“Good morning/ afternoon/ evening.....speaking. Can I take your account number please?”**

**“Could you confirm your full name and first line of address please?”**

*(If a Third Party is calling include the DATE OF BIRTH - TELEPHONE NUMBER - LAST ITEM ORDERED - if they are unable to provide this information ask the caller if the customer is there to give permission for the return to be arranged).*

**“Would you like to arrange an EVRi courier to collect your parcel?”**

**“It will be an all-day collection between 7am and 8pm, they collect on a day of your choice apart from Sunday's, which day is suitable for you?”**

**“Would you like me to give any collection instructions to the courier?”**

**“I'm sorry that you need to return an item, can you confirm the reason for return please?”**

*(This will determine if there will be a charge for the return collection).*

*REMEMBER: If the item is damaged, faulty or the wrong item has been sent we will NOT charge for the refund. For any other reason, there WILL be a charge.*

### PERSONAL ACCOUNT:

**“The collection charge of £3.99 will be added to your Personal Account and your returned parcels will be processed within 14 days”.**

### FULL PAYMENT

**“The collection charge is £3.99 and will be deducted from your refund which will be processed within 14 days”.**

**“Your collection has been arranged for.....”**

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# QUESTIONS?

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