

Incident Report

Date: 2025-07-03T23:59:23.917217

Reported by: Jaclyn1

Store: Store #066

Tags: ['Customer Complaint', 'Assault', 'Other']

Description:

Subject can be seen entering electronics at 9am. Subject came in to get his phone repaired. Subject was saying that their phone wasnting charging. After the phone reps plugged in their phone they saw it was working they then informed them that they just needed a new charger. TM then guided then in the direction to the cellphone chargers. Subject then selected a phone charger and bagan opig the box. TM then told the subject they were able to open the box until they purshed the items and if it didnt work they were able to return it. Subject begain very upset with TM and threw the charger at TM. Subject left the store at 9:30 am while yelling about the TM

AI Summary:

On July 3, 2025, at 7:59 PM EDT, an incident occurred at the electronics section of the store located at 456 Shopping Ave, Mall. A customer entered the store at 9:00 AM, seeking assistance with a phone that was reportedly not charging. After a store team member (TM) verified that the phone was functional and suggested purchasing a new charger, the customer proceeded to open a charger box without purchasing it. The TM informed the customer of the store policy regarding unpurchased items, which led to the customer becoming agitated. The customer threw the charger at the TM and exited the store at 9:30 AM, vocally expressing dissatisfaction with the TM. The likely cause of the incident was the customer's frustration with the store's policy and their misunderstanding of the product's functionality. It is recommended that store leadership review customer service protocols and ensure that staff are trained to de-escalate similar situations effectively.