

Support Quick Reference

Contoso Electronics — Training/Demo Document (Copilot Studio)

Last updated: 2025-12-01

Top 10 quick answers

- 1) Return window: 30 days from delivery for most items.
- 2) Defective item return shipping: Contoso provides a prepaid label.
- 3) Change-of-mind returns: customer pays return shipping.
- 4) Restocking fee: none unopened; up to 15% opened where allowed.
- 5) Shipping estimates: Standard 3–7 business days (varies by zone).
- 6) Tracking link: sent via email when shipped and visible in Order History.
- 7) Warranty coverage: defects in materials/workmanship; excludes accidental/liquid damage.
- 8) Warranty claim needs: SKU/serial + proof of purchase + issue description.
- 9) Address changes: possible only before shipment.
- 10) Escalate: safety issues, fraud, legal threats, repeated unresolved cases.

Escalation contacts (training)

- Supervisor queue: CS■SUPERVISOR
- Fraud queue: CS■FRAUD
- Safety incidents: CS■SAFETY
- Email: supervisor@contoso.example