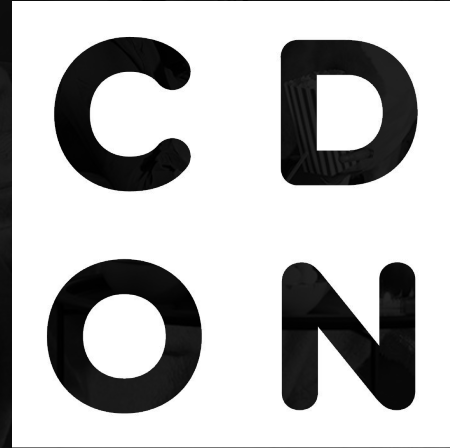




GROUP

Customer Service in the Nordics - A guiding handbook towards a happy customer

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1. Intro: Offering top class Nordic Customer Service at



Working in customer service is about more than just answering questions – it's about building relationships, creating trust, and solving problems in a customer centric and respectful way.

At CDON, we're more than a marketplace – we're a platform people return to because they feel safe, seen and supported. Our brand stands for simplicity, reliability, and Nordic honesty – and customer service plays a key role in delivering that promise.

This handbook gives you practical tools, key principles, and real examples to help you deliver professional, empathetic, and quality customer service.

And at the heart of it all are you, our merchants. You are the ones meeting the customers, solving problems, and creating the everyday experience of CDON.

Your way of working, your service, and your professionalism are what shape the customer's trust in CDON – and bring them back

Why does this matter?

Because great service isn't just about solving problems – it's about creating experiences that customers remember, talk about, and return for. Every helpful reply, every respectful interaction, every update builds loyalty – and loyalty builds CDON/Fyndiq.

Our goal is for every customer to feel:

 **Seen** – we listen and show understanding

 **Safe** – we provide transparent information

 **Solution-oriented** – we aim to help and move things forward

 **Welcome to return** – we build long-term trust

Customer service is often the first – and last – impression a customer gets of CDON. **This handbook helps you make sure that impression is a great one – every time**

2. CSS: Our Most Important KPI for Returning Customers

Delivering excellent customer service is not just about resolving issues – it's about doing so with **professionalism, kindness, and a customer-first mindset.**

A score below our goal of **85%** indicates too many unhappy customers – **and that's a risk for both brand trust and future sales.**

IMPORTANT: After every finished interaction you had with a customer in Reclaimit, we measure how your customer service performed.

Do you get a thumbs up 🟢👍 or thumbs down 🔴👎 ?

Our quantitative goal:
All merchants should reach 85% CSS

What we achieve by caring about our customers:

💙 **Loyalty** – Satisfied customers are more likely to return.

👛 **Trust** – Great service builds a strong and reliable brand.

🏆 **Competitive Advantage** – Excellent service sets you apart from competitors and you as a merchant may be highlighted in our campaigns.

📈 **Growth** – Happy customers often lead to repeat purchases and upselling.

3. 10 Guiding Principles of Top Class Nordic Customer Service

1. Customer centricity as a guiding principle
2. Be solution-oriented - Focus on finding the solution
3. Take ownership of the customer case
4. Respond quickly – and keep your promises
5. Show empathy and understanding
6. Use the right language and tonality
7. Know your rules and regulations
8. Be flexible when possible
9. Appreciate feedback from customers
10. End on a positive note



10 Guiding Principles of Top Class Nordic Customer Service

1. 👤 Customer centricity as a guiding principle

- CDON is about customer centricity. All interactions with customers must be guided by a customer centric mindset and a holistic approach where we are aware that the customer service that we provide contributes to the overall success of CDON.

2. 🚀 Be solution-oriented - Focus on finding the solution

- We provide customer service with a solution-oriented approach focusing on resolving the issue as quickly and effectively as possible. Fast and helpful action builds trust - especially when things have not gone as planned or as expected.

3. 🧑 Take ownership of the customer case

- Show the customer that you take full responsibility and will see the issue through to the end. Avoid passing them around or leaving them uncertain. They should never feel like they have to chase answers – you're their point of contact, and you've got it covered

10 Guiding Principles of Top Class Nordic Customer Service

4. ⚡ Respond quickly – and keep your promises

- Timely responses create a sense of trust and reliability. It's better to take a little extra time to deliver the right answer than to respond too fast with incorrect or incomplete information. Always follow through on what you've promised – it shows commitment and builds confidence with your customers.

5. 🤝 Empathy and Understanding

- Show the customer that you see the situation from their perspective – it builds trust. Acknowledge your customers feelings: frustrations, worry, confusion, or disappointment. Avoid sounding defensive – even when it's not “your fault.”

6. 💬 Use the right language and tonality

- The foundation of a great response is how you say it- not just what you say. Always reflect the CDON brand's tone of voice and make sure your language matches the brand's personality and values. Read more about the CDON tonality [here](#).

10 Guiding Principles of Top Class Nordic Customer Service

7. ⚖️ Know your rules and regulations

- Make sure you know the rules and regulation of the market that you are selling within. Read more about the Nordic consumer rights [here](#).

8. 🙌 Be flexible when possible

- Being flexible means adapting to the customer's situation when it makes sense. A small exception or creative solution can turn a frustrating experience into a positive one. It shows you care more about people than just policies.

9. 🙏 Appreciate feedback from customers

- Customer feedback is a valuable opportunity to learn and improve. Whether it's praise or criticism, showing appreciation builds trust. Let customers know their voice matters.

10. 😊 End on a positive note

- Always close your conversations in a warm and friendly way. A positive ending leaves a lasting impression and shows that you care. Even if the issue wasn't fully resolved, kindness and optimism go a long way.

4. Brand Awareness: Tonality and Language According to the CDON Brand

How we communicate with our customer must reflect the CDON brand:

In customer service we must act according to brand. Therefore all customer service responses must be formed with brand awareness in mind.

At the side you will find some tips on how you can act accordingly when communicating to your customers

You can find examples on how you can respond in the following page (ENG) and in the appendix in all nordic languages (SWE 🇸🇪, DK 🇩🇰, FIN 🇫🇮, NO 🇳🇴).

Keywords: How should we act according to brand?	Definition and tonality;
Knowledgeable	<i>We show expertise in a simple, clear way.</i>
Accessible and simple	<i>We make it easy for customers to get help.</i>
<i>Nordic quality and safety</i>	<i>We reflect trust, care, and reliability.</i>
Professional and serious	<i>We communicate seriously and respectfully.</i>

5. Guide: How Should Your Customer Service Response Be Structured?

If you are unsure on how you should structure your responses when responding to customers, we have created this guide.

When responding to customers, your message should be clear, concise, and customer-focused.

Begin by acknowledging the issue, provide a solution or relevant information, and end on a positive and professional note.

Always ensure the tone is empathetic, respectful, and aligned with our brand voice.

 **Please look in the appendix for some templates you can use while responding to the most common customer service issues. Do not hesitate to use our templates for your future responses.**

1. 🖐️ Greeting:	<i>"Hello Anna,"</i>
2. 🙏 Thanks and Acknowledgement	<i>"Thank you for reaching out to us."</i>
3. ❤️ Empathy	<i>"We understand your frustrations, and appreciate you taking the time to share your experience with us"</i>
4. 🛠️ Clear information and solution for issue	<i>"We will help you arrange the pickup as soon as you confirm pick up time"</i>
5. 👉 Next steps and follow up on issue	<i>"You will receive a tracking number as soon as the package leaves our warehouse, Please reach out if your parcel has not arrived by Wednesday."</i>
6. ★ Positive closing and signature	<i>"Thank you for your patience, Anna. We look forward to hearing from you. Kind regards, customer care team of Merchant XYZ"</i>

6. Guide: Product Questions

A customer needs help to find their right product. Or they might be having questions about a product they already bought.

Highly qualitative, clear, helpful, professional responses and guiding responses to product customers' questions are a great chance to leave a positive impression.

How you respond enhances your chance to **make that sale, to create satisfied and returning customers** that will talk about, and recommend you.

To the right you will find a few tips on how you can approach and handle your customers asking product related questions.

Guiding responses:

- Help you customer to make the right choice according to their expressed needs. You are now the sales clerk, take your chance to exceed you customers expectations.

Upselling/Cross selling responses:

- An up/cross selling response can be appreciated by the customer if you keep your recommendations accordingly to your customers need.

Going the extra mile:

- At CDON we strive to go the extra mile for our customers by providing more than expected. We offer personal and thoughtful service.

A grayscale photograph of a family sitting on a couch in a living room, watching television. A man with glasses is eating popcorn, a woman is holding a baby, and a dog is sitting next to them. The room is dimly lit, with a lamp visible on the left and a potted plant on the right.

Consumer rights and regulations in the Nordics

A summary of the nordic consumer rights

7. Guide: A Look Into the Nordic Consumer Regulations

Nordic Consumer rights:

In the Nordic countries, consumer protection is strong. The laws ensure rights when buying products, making complaints, or handling disputes.

In Sweden it is the Consumer Sales Act (Konsumentköplagen) that regulates the rights and obligations when a consumer buys goods from a business.

Please Note! The principles are very similar across Sweden, Denmark, Norway, and Finland, though each country has its own details and authorities.

Read more about the Swedish consumer regulations [here](#).

Right of withdrawal: For online or distance purchases at CDON, consumers have a 14-day right to return their product.

Defective goods: Consumers have the right to complain about a product within three years (Sweden and Finland, two years in Denmark, five years in Norway, if they claim the defect was originally there).

When can the customer make a claim?

- If the product is damaged, defective, or does not function properly.
- If the product does not match the description, such as wrong color, size, or missing features.
- If the product cannot be used for its intended purpose.

The fault must be **original**, meaning it existed when the customer received the product. A fault can still be considered original even if it appears later. Damage caused by incorrect use is not considered a valid fault.

PLEASE NOTE: For up to 24 months, the **merchant is responsible** to prove that the fault was **not** originally within the product at delivery to the customer.

7.1 Guide: A Look Into the Nordic Consumer Regulations: **Handle your tickets correctly**

Regret:

- The customer has a **14 day** right of regret/withdrawal from the day the customer received their package.
- The merchant decides if they want to offer an exchange policy.
- The merchant provides the customer with return instructions.
- The customer pays for shipping cost.
- The customer **does not** need to provide a reason for return.

In the appendix you can find an example/template on how you can respond to your customer in case of a regret request.

Claims:

- The customer has the right to make a claim within 3 years (SE/FI), 2 years (DK), 5 years (NO) of receiving the product.
- The merchant provides customer with a **paid** return label.
- The claim must be made within 2 months from the time the customer made the discovery of the fault.
- As a merchant you are entitled to take care of your claims. If a claim is escalated to CDON, CDON has a right to issue a fee to the merchant for shipping and handling of the claim.

The customer has the right to receive:

- **Repair or replacement:** The customer is first entitled to a free repair or replacement within reasonable time. The product can also be replaced. If no identical product is available, an equivalent one must be offered.
- **Price reduction or cancellation:** For more complicated faults and issues, the customer may get a price reduction or cancel the purchase. Cancellation means returning the product and receiving a full refund.

In the appendix you can find an example/template on how you can respond to your customer in case of a claim.

7.2 Guide: A Look Into the Nordic Consumer Regulations: In Case of Disputes

All consumers have the right to reach out to their dispute agency to drive a dispute case against a merchant. Disputes happen when a customer and a business cannot agree over a complaint.

These agencies are available for consumer disputes in the Nordics:

SWE: [Allmänna reklamationsnämnden](#)

DK: [Naevnenes hus](#)

FI: [Konsumenttvistenämnden \(Kuluttajariitalautakunta\)](#)

NO: [Forbrukerklageutvalget](#)

Please note that different agencies might have different processes and additional fees for handling disputes.

Disputes at CDON

Since CDON is a marketplace, it is the merchant as the legal seller of their product, that will be responsible for the dispute.

If a customer decides to file a faulty claim towards CDON, CDON is able to redirect the claim towards the merchant.

The merchant will thereafter be responsible to respond and handle the claim, provide evidence and fulfill any decisions in favour of the customer. To fail to fulfill any decisions against the merchant, might lead to a blacklisting of the company.

Disputes are sent by email to the merchant directly from the agency.



Let's get to work!

You have reached the end of this **Customer Service Handbook**. Now it is time for you to get to work and provide our customers with world class customer service.

This handbook will always be available in Merchant Center. If you need further guidance or assistance, please reach to our Merchant Support Team.

All the best,
Your team at CDON



Appendix

Suggestions and templates for the most common customer requests

Missing issues

Package not received by customer after the delivery window.

Hello Anna,

Thank you for reaching out to us!

I am really sorry to hear that your package hasn't arrived within the expected delivery window. We understand your frustrations.

I've already started looking into this and contacted the carrier for an update. As soon as I hear back, I'll follow up with the next steps. In the meantime, if the package shows up or you receive a notification, please let us know.

We'll make sure this gets resolved for you. Thank you so much for your patience.

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

Regret request

Customer changed their mind.

Hi Anna,

Thank you for reaching out! I understand that you've changed your mind about your order – and that is completely okay.

You're welcome to return the item within 14 days of receiving it, as long as it's unused and in its original condition. Please note that in this case, the return shipping cost will be covered by you.

Here's how to proceed:

1. Pack the item securely.
2. Choose a return shipping method that includes tracking, and send it to the following address: **Insert Return Address**
3. Once we receive the item, we'll process your refund promptly.

If you need help along the way or have any questions, don't hesitate to reach out.

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

Complaint request

Product is damaged, faulty, or incorrect.

Hello Anna,

Thank you for letting us know – I'm sorry to hear that the product you received is damaged/faulty/incorrect. That's definitely not the experience we want you to have.

To make things right, we'll gladly take care of the return shipping and send you a prepaid return label.

Here's what happens next:

1. You'll find the return label attached in this email.
2. Please pack the item securely and attach the return label to the parcel.
3. Please make sure to save your return tracking receipt until we have confirmed the return.
4. Once we receive the item, we will inspect it and arrange a refund as agreed. Please note that this may take up to XX business days.

If you have any questions in the meantime, just let me know – we are happy to help you!

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

Product question

Customer has a question about a product they bought or is interested in.

Hello Anna,

Thanks for reaching out to us! We're happy to help you with your question about the product XYZ.

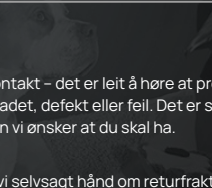
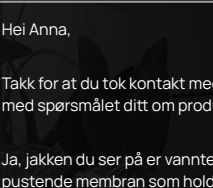
Yes, the jacket you're looking at is waterproof, it's made with a breathable membrane that keeps water out while still allowing moisture from your body to escape. Great for rainy days or outdoor adventures

If you have any more questions or want help choosing the right size, just let us know – we're happy to help.

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

 Saknat paket	Ånger	Reklamation	Produktfråga
<i>Paketet har inte ankommit inom den angivna leveranstiden</i>	<i>Kunden har ångrat sitt köp</i>	<i>Produkten är trasig eller felaktig.</i>	<i>Kunden har en fråga om en produkt som de är intresserade av att köpa</i>
Hej Anna, Tack för att du hör av dig till oss Vi beklagar att ditt paket inte har kommit fram inom den angivna förväntade tidsramen, vi förstår din frustration över detta. Jag har ett till kontakta speditören för en uppdatering om din försändelse. Så snart jag hör tillbaka från speditören kommer jag att följa upp med dig om din leverans. Om ditt paket levereras till dig under tiden uppskattar vi om du vill meddela oss detta. Vi kommer att se till att ditt ärende löser sig så snart vi kan. Vi tackar för ditt tålamod i detta. Vänliga hälsningar, Varma hälsningat, Namn Ditt kundserviceteam hos Merchant XYZ	Hej Anna, Tack för att du hörde av dig! Jag förstår att du har ändrat dig angående din beställning – och det är helt okej. Du är välkommen att returnera varan inom 14 dagar från att du mottagit den, så länge den är oanvänd och i originalskick. Observera att du vid ånger själv står för returkostnaden. Så här går du tillväga:: 1. Packa varan ordentligt. 2. Välj en returfraktmetod med spårning och skicka varan till följande adress: Ange returadress 3. När vi har mottagit varan kommer vi att behandla din återbetalning snabbt. Tveka inte att höra av dig om du behöver hjälp eller har några frågor. Vänliga hälsningar, Ditt namn Ditt kundserviceteam hos Merchant XYZ	Hej Anna, Tack för att du hörde av dig – det är tråkigt att höra att produkten du mottagit är skadad, defekt eller felaktig. Det är verkligen inte den upplevelse vi vill att du ska ha. För att lösa detta tar vi självklart hand om returfrakten och skickar dig en förbetald returetikett. Så här går det till: 1. Returetiketten finns bifogad i detta mejl. 2. Packa varan ordentligt och fäst returetiketten på paketet. 3. Spara kvittot med spårningsnummer tills vi har bekräftat returen. När vi har mottagit varan kommer vi att kontrollera den och ordna en återbetalning enligt överenskommelse. Observera att detta kan ta upp till XX arbetsdagar. Om du har några frågor under tiden är du varmt välkommen att höra av dig – vi hjälper dig gärna! Vänliga hälsningar, Ditt namn Ditt kundserviceteam hos Merchant XYZ	Hello Anna, Tack för att du hörde av dig till oss! Vi hjälper dig gärna med din fråga om produkten XYZ. Ja, jackan du tittar på är vattentät. Den är tillverkad med ett andningsbart membran som håller vattnet ute samtidigt som fukt från kroppen kan släppas ut. Perfekt för regniga dagar eller äventyr utomhus! Om du har fler frågor eller vill ha hjälp att välja rätt storlek är det bara att höra av dig – vi hjälper dig gärna. Vänliga hälsningar, , Ditt namn Ditt kundserviceteam hos Merchant XYZ



 Savnet pakke	Angrerett	Reklamasjon	Produktspørsmål
<i>Pakken har ikke kommet innen den angitte leveringstiden.</i>	<i>Kunden har angret på kjøpet sitt.</i>	<i>Produktet er ødelagt eller feil.</i>	<i>Kunden har et spørsmål om et produkt de er interessert i å kjøpe.</i>
Hei Anna, Takk for at du tar kontakt med oss. Vi beklager at pakken din ikke har kommet frem innen den forventede leveringstiden, vi forstår at det er frustrerende. Jeg har allerede kontaktet fraktselskapet for en oppdatering. Så snart jeg hører tilbake, følger jeg opp med mer informasjon om leveransen din. Om pakken skulle dukke opp i mellomtiden, setter vi pris på om du gir oss beskjed. Vi skal sørge for at saken din blir løst så snart som mulig. Tusen takk for tålmodigheten din. Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ 	Hei Anna, Takk for at du tok kontakt! Jeg forstår at du har ombestemt deg angående bestillingen, og det går helt fint. Du er velkommen til å returnere varen innen 14 dager etter at du har mottatt den, så lenge den er ubrukt og i original stand. Vær oppmerksom på at du ved angrerett selv dekker returkostnaden. Slik gjør du det: 1. Pakk varen godt 2. Velg en returfraktmetode med sporing. Send varen til følgende adresse: (Angi returadresse) Når vi har mottatt varen, behandler vi tilbakebetalingen din så raskt som mulig. Ikke nøl med å ta kontakt hvis du trenger hjelp eller har spørsmål. Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ 	Hei Anna, Takk for at du tok kontakt – det er leit å høre at produktet du har mottatt er skadet, defekt eller feil. Det er selvfølgelig ikke den opplevelsen vi ønsker at du skal ha. For å løse dette tar vi selvsagt hånd om returfrakten og sender deg en forhåndsbetalt returetikett. Slik går du frem: 1. Returetiketten finner du vedlagt i denne e-posten. 2. Pakk varen godt og fest returetiketten på pakken. 3. Husk å ta vare på kvitteringen med sporingsnummer til vi har bekreftet returen Når vi har mottatt varen, vil vi kontrollere den og behandle tilbakebetalingen som avtalt. Vær oppmerksom på at dette kan ta opptil XX virkedager. Har du spørsmål i mellomtiden, er du hjertelig velkommen til å ta kontakt – vi hjelper deg gjerne! Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ 	Hei Anna, Takk for at du tok kontakt med oss! Vi hjelper deg gjerne med spørsmålet ditt om produktet XYZ. Ja, jakken du ser på er vanntett. Den er laget med en pustende membran som holder vannet ute, samtidig som fuktighet fra kroppen slipper ut. Perfekt for regnværsdager eller utendørseventyr! Hvis du har flere spørsmål, eller trenger hjelp med å velge riktig størrelse, er det bare å si ifra – vi hjelper deg gjerne. Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ 

 Savnet pakke	Fortrydelse	Reklamation	Produktspørgsmål
<i>Pakken er ikke ankommet inden for den angivne leveringstid.</i>	<i>Kunden har fortrudt sit køb.</i>	<i>Produktet er defekt eller forkert.</i>	<i>Kunden har et spørgsmål om et produkt, de er interesserede i at købe.</i>
Hej Anna, Tak for din besked. Vi beklager, at din pakke ikke er kommet frem inden for den forventede leveringstid – vi forstår godt, at det kan være frustrerende. Jeg har allerede kontaktet transportøren for en opdatering om din forsendelse. Så snart jeg hører tilbage, følger jeg op med mere information om din levering. Hvis pakken dukker op i mellemtiden, må du meget gerne give os besked. Vi sørger for at finde en løsning så hurtigt som muligt. Tak for din tålmodighed i mellemtiden. Venlig hilsen, Navn Dit kundeserviceteam hos Merchant XYZ	Hej Anna, Tak for din besked! Jeg forstår, at du har ombestemt dig i forhold til din ordre, og det er helt i orden. Du er velkommen til at returnere varen inden for 14 dage efter modtagelsen, så længe den er ubrugt og i original stand. Bemærk, at du selv står for returfragten ved fortrydelse. Så här går du tillväga:: 1. Pak varen forsvarligt. 2. Vælg en returfragtmetode med tracking, og send varen til følgende adresse: [Angiv returadresse] Når vi har modtaget varen, behandler vi din tilbagebetaling hurtigt. Tøv ikke med at kontakte os, hvis du har brug for hjælp eller har spørgsmål. Venlig hilsen, Navn Dit kundeserviceteam hos Merchant XYZ	Hej Anna, Tak for din besked – det er ærgerligt at høre, at produktet, du har modtaget, er beskadiget, defekt eller forkert. Det er selvfølgelig ikke den oplevelse, vi ønsker, du skal have. For at løse det, dækker vi naturligvis returfragten og sender dig en forudbetalt returlabel. Så här går det till: 1. Returlabelen er vedhæftet denne mail. 2. Pak varen forsvarligt, og sæt returlabelen på pakken. 3. Gem kvitteringen med trackingnummer, indtil vi har bekræftet returen. Når vi har modtaget varen, kontrollerer vi den og behandler din tilbagebetaling som aftalt. Bemærk, at dette kan tage op til XX hverdage. Har du spørgsmål i mellemtiden, er du altid velkommen til at kontakte os – vi hjælper dig gerne! Venlig hilsen, Navn Dit kundeserviceteam hos Merchant XYZ	Hej Anna, Tak for din besked! Vi hjælper dig gerne med dit spørgsmål om produktet XYZ. Ja, jakken du kigger på, er vandtæt. Den er lavet med en åndbar membran, der holder vand ude, samtidig med at fugt fra kroppen kan slippe ud. Perfekt til regnvejrskage eller udendørs eventyr! Hvis du har flere spørgsmål eller har brug for hjælp til at vælge den rigtige størrelse, er du meget velkommen til at kontakte os, vi hjælper dig gerne. Venlig hilsen, Navn Dit kundeserviceteam hos Merchant XYZ

Puuttuva paketti	Peruuttaminen	Reklamaatio	Tuotekysymys
<i>Paketti ei ole saapunut ilmoitetun toimitusajan kuluessa.</i>	<i>Asiakas on peruuttanut ostoksensa.</i>	<i>Tuote on rikki tai virheellinen.</i>	<i>Asiakkaalla on kysymys tuotteesta, josta hän on kiinnostunut ostamaan.</i>
Hei Anna, Kiitos, että otit meihin yhteyttä. Pahoittelemme, ettei pakettisi ole saapunut ilmoitetun toimitusajan puitteissa – ymmärrämme turhautumisesi. Olen jo ottanut yhteyttä kuljetusyhtiöön saadakseni päivituksen lähetyksestäsi. Heti kun saan vastauksen, palaan asiaan kanssasi. Jos paketti saapuu sinulle sillä välin, arvostamme, jos ilmoitat siitä meille. Teemme parhaamme ratkaistaksemme asian mahdollisimman pian. Kiitos kärsivällisyydestäsi. Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimisi, Merchant XYZ	Hei Anna, Kiitos, että otit meihin yhteyttä! Ymmärrän, että olet muuttanut mieltäsi tilauksesi suhteen – ja se on täysin ok. Voit palauttaa tuotteen 14 päivän kuluessa vastaanottamisesta, kunhan se on käyttämätön ja alkuperäisessä kunnossa. Huomioithan, että peruutustapauksessa asiakas vastaa itse palautuskuluista. Toimi näin: 1. Pakkaa tuote huolellisesti. 2. Valitse palautustapa, jossa on seuranta, ja lähetä tuote seuraavaan osoitteeseen: [Lisää palautusosoite] Kun olemme vastaanottaneet tuotteen, käsittelemme palautuksesi nopeasti. Jos tarvitset apua tai sinulla on kysyttävää, ota vain rohkeasti yhteyttä – autamme mielellämme! Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimisi, Merchant XYZ	Hei Anna, Kiitos, että otit meihin yhteyttä – ikävää kuulla, että saamasi tuote on vahingoittunut, viallinen tai virheellinen. Se ei todellakaan ole se kokemus, jonka toivomme sinun saavan. Jotta voimme hoitaa asian, me vastaamme tietenkin palautuskuluista ja lähetämme sinulle valmiiksi maksetun palautustarran. Toimi näin: 1. Palautustarra on liitetty tähän sähköpostiin. 2. Pakkaa tuote huolellisesti ja kiinnitä palautustarra pakkaukseen. 3. Säilytä kuitti ja seurantakoodi, kunnes olemme vahvistaneet palautuksen.. Kun olemme vastaanottaneet tuotteen, tarkistamme sen ja käsittelemme palautuksen sovitusi. Huomaathan, että tämä voi kestää jopa XX arkipäivää. Jos sinulla on kysyttävää sillä välin, olet lämpimästi tervetullut ottamaan yhteyttä – autamme mielellämme! Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimisi, Merchant XYZ	Hei Anna, Kiitos, että otit meihin yhteyttä! Autamme mielellämme kysymyksesi kanssa liittyen tuotteeseen XYZ. Kyllä, katsomasi takki on vedenpitävä. Se on valmistettu hengittävästä kalvosta, joka pitää veden ulkona mutta päästää kehon kosteuden ulos. Täydellinen sateisiin päiviin tai ulkoiluseikkailuihin! Jos sinulla on lisää kysymyksiä tai tarvitset apua oikean koon valinnassa, ota vain yhteyttä – autamme mielellämme. Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimisi, Merchant XYZ

