

Welcome to **Reclaimit**

- Your Customer Service Super Power





Welcome to Reclaimit!

 What is Reclaimit?	It's your all-in-one customer support tool for CDON orders!
 Goal	Help you handle cases quickly, politely & correctly.
 Why it matters	Happy customers = good reviews = more sales!
 Need help?	Email seller@cdon.com anytime.

Responding = Winning

Errand Type	Response Time 	What Happens if You Miss It? 
New Case	Within 24h	Escalated to CDON. You might lose the refund decision.
Ongoing case	Within 72h	Same as above! Don't ghost the customer.
Pro Tip 	Use "Quick Texts" to reply faster!	



Inbox & Start Page

 Start Page	Your dashboard when you log into Reclaimit. Here you'll see an overview of all current errands.
 Open Cases	Cases that require your attention. This includes new errands and those awaiting your reply.
 Parked Cases	These are cases that are currently with the customer. Example: waiting for a return or reply.
 Approved	Cases that you've solved by approving the customer's request - refund or replacement has been granted.
 Rejected	Cases you've declined. You've rejected the errand for a valid reason, and communicated that clearly to the customer.



Case Types Overview

Type	What it Means	Examples
🚫 Missing	Package not received by customer after the delivery window	"My order never arrived"
↺ Regret	Customer changed their mind	"I want to return this"
💔 Complaint	Product is damaged, faulty, or incorrect	"This is broken" / "Wrong item"

Status Superpowers

Status	What it Does	Use For	Notes
 Errand Approved	Full refund	All types	Used for all errand types and issues a full refund
 Approved with Deduction	Partial refund	All types	You submit the sum you wish to keep in percentages. 25 % deduction = you keep 25% of the article price, customer is refunded 75 %
 Errand Approved - New Product	Ship replacement	Missing/Complaint	Instead of a refund you will send a new product
 Case Approved, Discarded	Full refund	Regret/Complaint	Customer keeps product
 Errand Rejected	You reject claim	All types	Always explain to the customer why
 Not Submitted/Changed	No reply from customer	All types	Auto-closes the case
 Managed by Transport Company	Waiting on return	Regret/Complaint	Pauses case for 19 days
 Escalated	You hand over to CDON	All types	Use if stuck and CDON will take over the case

 NOTE CDON: On September 15th all refunds will be done directly in Reclaimit depending on the status you choose.

It is very important to familiarize yourself with each status and the effect it has.

Pro Tips & Pitfalls ⚠️🌟

✅ Do This	❌ Don't Do This
Reply fast (24h/72h)	Let cases sit idle
Choose the correct status	Forget to update status
Make sure to click "send email" in Reclaimit so your message reaches the customer	Unclick "send email" box so the customer is left hanging
Use "Managed by Transport" when waiting for a return	Use the wrong status for the errand type
Use notes for internal info	Write private notes in the Messages tab!
Use "Quick Text" to answer efficiently!	Forget to answer customer and/or be uninformative in your replies
Ask for support when unsure - we are here to help!	Guess and hope for the best - it may result in an automatic refund!



Escalations, Auto Refunds & Fees

Reason	Result
You didn't respond in 24h/72h	Automatic escalation to CDON and customer can be refunded automatically
Wrong/missing status	Automatic escalation to CDON and customer can be refunded automatically
Price < 800 SEK	Customer auto-refunded
Price > 800 SEK	CDON will contact you first
Price > 1500 SEK	If no resolution, CDON holds the item for 30 business days before it is forwarded to charity.
 Note	CDON will issue a return fee for each complaint errand where the article needs to be returned and stored by CDON.



FAQs & Contact Info

? Question	💬 Answer
How do I find a case?	Use the "Search Case" field on the left hand side and the errand ID from the email
Can I bulk-update cases?	No - but you can update status faster from the "Open Cases" page
Where do I refund?	In Reclaimit! The order will automatically be updated and customer refunded based on the status you choose in the customer errand
Can I contact customers directly?	Only via Reclaimit if the customer has created an errand. If you need to get in contact with a customer without an errand being created → contact CDON at order@cdon.com
Further questions and/or need help?	Check out our Help Center Articles , or contact us at seller@cdon.com



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Deep Dive: Missing

What is it?

- A package the customer says they haven't received after the expected delivery window.
- If the delivery window isn't over yet, the customer can't create an errand.

Notes

- You must have a fully traceable tracking number to reject a claim.
- "Varubrev" is not accepted as fully traceable.
- Include return addresses on all shipments so undelivered goods come back to you.

Statuses for Missing Shipments:

Status	What Happens
 Errand Approved	Full refund
 Approved with Deduction	Partial refund (e.g. small scratch or used item)
 Errand Approved, New Product	You send a new item or spare parts, no refund issued
 Errand Rejected	Customer caused damage or claim is invalid
 Not submitted/changed	Customer stopped replying → case closed automatically

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Deep Dive: How To Avoid Missing Issues

→ Order Management

Ensure all pending orders are being processed and fulfilled within SLA (Service Level Agreement, 72 business hours). Pending orders passed promised delivery date may be cancelled.

→ Delivery Time

Provide an accurate and reliable estimated delivery time to meet customer expectations, set per country of delivery. Diff between min and max days no longer than three days.

→ Delivery Communication

Use a carrier service that provides customers with a text message containing the exact pickup location and time for their parcel. CDON does not provide merchant with customers email address.

→ Order Tracking

Report the Tracking ID and Carrier information when fulfilling orders, either via integration or manually.



Common Scenarios:

Scenario	What to Do
Item truly is missing	Refund (or send new product with tracking)
You have a valid tracking number	If delivered within expected delivery and parcel is at pick-up point → Reject case + send tracking info with pickup details
You have a valid tracking number	If not delivered within expected delivery, but parcel is shipped and will soon be delivered. Apologize for the delay, and ask if they are accepting to wait for the parcel. If accepted by the customer → <i>Reject case + send tracking information</i>
Customer gave wrong address	Set status to <i>Errand Rejected</i> . Inform the customer the package will return to you, and a refund will follow. They can place a new order with the correct address

? Questions about Missing Issues?

- Contact us at seller@cdon.com - we are here to help!



Deep Dive: Complaints

What is it?

- A customer reports the item is damaged, faulty, or incorrect.

Notes

- You as a merchant provide the customer with a return label.
- Please note that for bulky products, which is the case for packages 20 kg or heavier, you must schedule a pickup from the customer's address.
- In order to decline a customer complaint you must provide photographic evidence in your assessment, regardless of whether you have had the article returned to you or not.
- Unless you can clearly prove customer fault, the complaint must be approved. You may choose to repair, replace, or refund the item.
- Customer complaint rights vary slightly between Nordic countries. Key differences include the complaint period and who holds the burden of proof. It's important for you as a merchant to understand and follow local rules to ensure compliance and maintain customer trust in each market. You can see detailed information on the next slide.

Statuses for Complaint Errands:

Status	What Happens
 Errand Approved	Full refund
 Approved with Deduction	Partial refund
 Errand Approved, New Product	You send a new item or spare parts, no refund issued
 Case Approved, Discarded	Full refund, but customer keeps product
 Managed by Transport Company	You've provided a return label - customer has 19 days to act
 Errand Rejected	The customer's errand is rejected. This status is used if the complaint is invalid, such as when the customer actively caused the damages or if the customer's claim is incorrect.
 Not submitted/changed	Customer stopped replying → case closed automatically

 NOTE: On September 15th all refunds will be done directly in Reclaimit depending on the status you choose.

Deep Dive: Complaint rights in the Nordics

Notes

- **Consumer Complaints – Sweden**
 - Customers have 3 years to file a complaint.
 - For the first 2 years, the merchant must prove the defect wasn't original.
 - After 2 years, the customer must prove the issue was present at delivery.
- **Consumer Complaints – Denmark**
 - Customers have 2 years to file a complaint.
 - Within 12 months, the merchant must prove the defect wasn't original.
 - After 12 months, the customer must prove the issue was present at delivery.
- **Consumer Complaints – Norway**
 - Customers have 2-5 years to file a complaint depending on the product. For detailed information about Norwegian consumer complaint laws, visit the official legal site [here](#).
 - For the first 6 months, the merchant must prove the defect wasn't original.
 - After 6 months, the customer must prove the issue was present at delivery.
- **Consumer Complaints – Finland**
 - Customers have a "reasonable time" to file a complaint (typically 3 years).
 - No fixed burden of proof period – the customer generally must show the issue existed at delivery.

Deep Dive: How To Avoid Complaint issues

Common Scenarios:

Scenario	What to Do
Faulty product	If the customer wants to return the faulty product, you provide the customer with a prepaid return label and set the status to "Managed by transport company". When you have received the product in return, let them know in a message and set status "Errand approved" to close the case and to register the refund.
Faulty product	Customer accepts to keep the product with a partial refund → Set status "Approved with deduction".
Parts of product is missing	If the customer wants to have the missing parts sent out to them, set status "Errand approved, new product". No refund will occur.
Parts of product is missing	Customer accepts to keep the product with a partial refund → Set status "Approved with deduction".

→ **Ensure Accurate Product Descriptions**

Double-check that your product listings include clear, detailed, and honest descriptions, including specifications, sizes and colors.

→ **Use Realistic and High-Quality Images**

Use photos that accurately represent your products to avoid misunderstandings about appearance, size, or features.

→ **Review Complaint Feedback Regularly**

Carefully analyze customer complaints for each product to spot recurring issues or patterns. This helps identify areas needing immediate attention.

→ **Remove Problematic Products**

If a product continues to receive complaints despite efforts to improve it, consider removing it from your catalog.

Questions about Complaint Issues?

- Contact us at seller@cdon.com - we are here to help!



Deep Dive: Regrets

What is it?

- The customer changed their mind and wants to return the item.

Notes

- CDON offers a 14 day regret period calculated from the final day of the delivery window.
- You as a merchant provide the customer with return instructions. The customer pays for the shipping cost in the country of purchase.
- The exception to this concerns bulky products which is the case for packages 20 kg or heavier. In these cases, you must schedule a pickup from the customer's address.
- When you have provided the return address to the customer, you will change the status on the errand to "Managed by Transport Company". When the product has been returned you can close the errand and a refund will be issued to the customer.

Statuses for Regret Errands:

Status	What Happens
 Errand Approved	Full refund
 Approved with Deduction	Partial refund
 Case Approved, Discarded	Full refund, but customer keeps product
 Managed by Transport Company	You've provided a return address - customer has 19 days to act
 Errand Rejected	Invalid claim (e.g. product used, outside return window)
 Not submitted/changed	Customer stopped replying → case closed automatically

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Deep Dive: How To Avoid Regret Issues

→ Improve Product Descriptions and Images

Make sure your listings clearly describe what the customer will receive. Include accurate specs, dimensions, material details, and high-quality images that match the real product.

→ Avoid Over Promising

Be realistic in your product claims. Customers are more likely to keep products that meet or slightly exceed expectations, not ones that fall short.

→ Identify High-Regret Products

Use the Merchant Center (*under Issues > Product Overview*) to spot which products are driving the most regrets. These should be your top priority for investigation and improvement.

→ Analyze Regret Reasons

Dive deeper into the customer errands or messages tied to regrets. Understand *why* customers are changing their minds - was it poor quality, misleading description, or simply a mismatch with expectations?



Common Scenarios:

Scenario	What to Do
Customer changed their mind	Provide return address and set status "Managed by Transport Company". When the product has been returned to you, inform the customer in a message and refund the customer by setting status "Errand approved".
Customer changed their mind	If you do not want the item returned to you, and the customer accepts to keep the item you can set status "Case Approved, Discarded". A full refund will be processed without sending a return address.

? Questions about Regret Issues?

- Contact us at seller@cdon.com - we are here to help!

Reclaimit: Helpful Tools and Learning Resources

CDON Help Center

Your go-to resource for helpful articles on customer support, platform performance, fees, and more.

- Read more about [Customer Service Handbook](#)
- Read more about [Escalations to CDON Customer Support and Refunds](#)
- Read more about [Statuses to use in Reclaimit](#)

CDON Merchant Analytics

Turn data into decisions - and decisions into growth. Easily monitor your store's performance. Data-backed decisions = better performance and more sales.

- Explore [CDON Merchant Analytics](#)

Further questions and want to speak to our Merchant Support team?

- Contact us at seller@cdon.com - we are here to help!