**Template 1 - First response: Item Not Received (Delayed)**

Hello \_NAME\_,

Thanks for reaching out!

I have checked with the warehouse regarding your order and it appears that it has been shipped.

Please see the tracking details below:

Tracking:
Courier:
Tracking: [INSERT TRACKING LINK]

If you'd like to keep an eye on delivery, you can do so on the link above. This will give a bit more indication as to when to expect delivery.

Please feel free to contact the courier for more details.

Kind regards,

**Template 2 - First Response: Item Not Received (missing boxes, no tracking updates etc)**

Hello \_NAME\_,

Thank you for letting us know you have not received your order.

Your order was dispatched via \_\_Courier\_\_ with a tracking number: XXXX

I have already contacted our warehouse for an update on the whereabouts of the item.

Please allow 3-5 business days for the investigation to be completed.
We would like to advise you that the outcome will be subjective to the courier’s investigation and their response time frame.

If you have any further questions or concerns in the meantime, please let us know.

Kind regards,

**Template 3 - First response: Product Fault - requesting evidence**

Hello \_NAME\_,

Thank you for taking the time to contact us and may we offer our apologies for any trouble you may be experiencing with this purchase.

To help us assist you, can you please provide a detailed description of the problem, along with each of the following attachments:

- A photo demonstrating the issue,
- A photo of the whole item demonstrating the location of the issue,
- A photo or scanned copy of the product manual with the damaged/faulty/poor quality parts circled, and
- If applicable, a photo of the packaging if the item/s was damaged in transit.

Please Note: If you feel that a video will best depict the issue, please feel free to forward that through. If the file size exceeds 15MB, we would recommend uploading and sharing the documents via Streamable.

Once received, we will be able to review and advise the best course of action.

Thank you in advance and I look forward to hearing back from you.

Kind regards,

**Template 4 - First response: Product Fault - Customer Provided Enough Details**

Hello \_NAME\_,

Thank you for taking the time to contact us!

Please accept our apologies for any trouble you may be experiencing with this purchase.
We pride ourselves for our quality of products and regret to hear that standard could not be met here.

I have now forwarded this information to our management for further review, and will be in contact to discuss a feasible solution as soon as possible.

We appreciate your patience and understanding with this matter.

Kind regards,

**Template 5 - First response: Order issue - Missing details - Unclear Enquiry**

Hello \_NAME\_,

Thanks for reaching out to us.

We are sorry to hear this purchase has caused you any inconvenience.

Could you please provide us a detailed description of the issue, or any additional details to help us better understand the situation?

Thank you so much for your cooperation and understanding.

Looking forward for your response.

Kind regards,

**Template 6 - Apology email - no resolution yet, still following up with management etc**

Hello \_NAME\_,

We apologise for the delay in providing an update on your enquiry.

We are still continuing to follow up on this matter with the case manager so that we can get back to you with a suitable resolution as soon as possible.

Please let me know if there are any other questions to be addressed in the meantime.

Kind regards,

**Template 7 - Apology email - Delivery Issue - still following up with the courier**

Hello \_NAME\_,

We hope this email finds you well.

Unfortunately, the courier has not returned with an update yet. We have been chasing them closely to expedite the necessary arrangements to be made on their end.

Please give us some more time until we can get a response from the courier.

Rest assured, we will send you a message as soon as we have received their assessment regarding the matter.

Kind regards,

**Template 8 - Refunded the customer**

Hello \_\_NAME\_\_,

Thanks for your patience while waiting for an update.

We are happy to let you know that we have processed a refund of $\_\_. This will reflect in your account within 2-5 business days.

We hope to have the opportunity to serve you again in the future!

Kind regards,

**Template 9 - Unable to cancel order**

Hello \_NAME\_,

Thank you for reaching out to us!

We appreciate your attempt to cancel the order before it was dispatched, however, our warehouse is highly automated, and your product has already been shipped.

Tracking:
Courier:

Due to a high volume of inbound correspondence, we usually ask for up to two business days for a response. As a result, we are unable to guarantee that an order can be cancelled.

We would like to extend our apologies for any frustration this situation may have caused.

Thank you so much for your patience and understanding regarding this matter.

Kind regards,

**Template 10 - Duplicate tickets raised**

Hello \_NAME\_,

Thank you for taking the time to contact us.

We can see that the matter is being addressed on ticket #XXXX already.
I have closed this ticket as to prevent any confusion for the same query and rest assured, we will be providing all updates on ticket #XXXX.

Kind regards,