

## Script: Unhappy Customer

Here's a script for a chat with an unhappy customer that you want to please:

**Business Owner:** Hi [Customer Name], thank you for contacting me. I'm sorry to hear that you're not happy with our service/product. Can you tell me more about what went wrong?

**Customer:** Yes, I ordered [service/product] from your business, but it arrived damaged and it's not what I was expecting.

**Business Owner:** I understand, and I'm sorry that you had that experience. I appreciate you bringing it to my attention. Let's see what we can do to make it right. First, I want to apologize for any inconvenience this has caused you. That's not the type of service/product that we pride ourselves on.

**Customer:** Thank you, I appreciate that.

**Business Owner:** Of course. Here's what we can do to address the issue. Option one is that we can offer you a full refund for your purchase. Option two is that we can send you a new service/product at no additional cost. Option three is that we can offer you a discount on a future purchase. Which option would you prefer?

**Customer:** I would like a replacement product, please.

**Business Owner:** Absolutely, I will get that arranged for you right away. We will send a new [service/product] to you within [time frame]. I will also make sure that we take extra care in packaging it so that it arrives in perfect condition this time. Is there anything else I can do to make things right for you?

**Customer:** No, that's all. Thank you for your help.

**Business Owner:** You're welcome, [Customer Name]. I appreciate you bringing this to my attention and giving me the opportunity to make it right. Please don't hesitate to contact me in the future if you have any further concerns or questions. Thank you for your business.

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