



REFUNDS VERIFICATION

Follow up on at least 10% of refunds each week, ensuring that you sample all associates who processed refunds. Attach a copy of the refund documents to this form and file for future reference. Provide feedback (positive and negative), as appropriate, to associates.

<u>ASSOCIATE</u>	<u>CUSTOMER</u>	<u>PHONE NR.</u>	<u>DATE</u>	<u>CUSTOMER RESPONSE</u>
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____
4. _____	_____	_____	_____	_____
5. _____	_____	_____	_____	_____
6. _____	_____	_____	_____	_____
7. _____	_____	_____	_____	_____
8. _____	_____	_____	_____	_____
9. _____	_____	_____	_____	_____
10. _____	_____	_____	_____	_____

HELLO, MY NAME IS _____. I'M CALLING FROM (YOUR STORE NAME) ACE HARDWARE. OUR RECORDS INDICATE THAT YOU WERE IN OUR STORE ON (DATE) AND RECEIVED A REFUND FOR A (ITEM) IN THE AMOUNT OF \$ _____. THE REASON FOR MY CALL IS TO ASK IF YOU RECEIVED COURTEOUS SERVICE AND WHETHER THERE IS ANYTHING WE CAN DO TO IMPROVE OUR SERVICE.

IF YOU RECEIVE ANY TYPE OF NEGATIVE OR HALTING RESPONSE, OR THE CUSTOMER DENIES BEING IN THE STORE OR RECEIVING A REFUND, OR THE NUMBER IS A NON-WORKING NUMBER, INFORM THE OWNER/MANAGER IMMEDIATELY AND INITIATE AN INQUIRY.

THANK YOU FOR YOUR ASSISTANCE MR/MRS _____. WE HAVE A GREAT SALE COMING UP SOON (TALK ABOUT UPCOMING EVENTS OR PROMO ITEMS) AND HOPE TO SEE YOU BACK IN OUR STORE. HAVE A GREAT DAY. GOOD-BYE!