



## **TEMPLATES: FULFILLMENT AND CUSTOMER SERVICE EMAILS**

### **MISSING INFO FROM ORDER**

Hi Robert,

Thank you for your interest in BrainQuicken. We have attempted to process an order for you and – unfortunately – at this time, we have not been able to locate some needed information. Our system states that the electronic check information presented for payment is invalid. Also, please verify your complete shipping address including the postal code and the correct phone number so we can process your order for you. You can reply to this email or call our customer service number at 555-555-8877 between 7am-7pm Central Standard Time. My extension is 111. If I am not available, please leave your information with a representative and I will ensure the order is processed.

Thank you,  
Consumer Care Rep

### **(No Order Located) NEEDING MORE INFORMATION**

Good Morning,

This email is to confirm that we received your request For BrainQuicken; however, in order to locate your account we will need to know your first and last name and your full shipping address. You do have the option of calling our customer service number at 555-555-8877 between 7am-7pm Central Standard Time.

Thank You  
Consumer Care Rep

## **EMAIL FOR PRODUCTS THAT WE DON'T CARRY**

Good Morning,

This email is to confirm that we received your request and would like to thank you for your interest in BrainQuicken. We do not currently offer the item that you are referring to. Please feel free to check our website at [www.BrainQuicken.com](http://www.BrainQuicken.com) for the items that we carry.

Thank you  
Consumer Care Rep

## **CANCEL PLACED ORDER**

Good Morning Ian,

This email is to confirm that we have received your request and would like to thank you for purchasing BrainQuicken. We are sorry to hear that you have to cancel your order. As requested, the order has been canceled and there will not be any billings. Please consider us in the future, if you should change your mind, and have a wonderful day.

Thank you  
Consumer Care Rep

## **CUSTOMERS WANTING TO BECOME DISTRIBUTORS**

Hi CUSTOMERS NAME,

Thank you for your distributor inquiry. Please find complete distributor information and pricing at the following two links, which include our fax order forms:

<http://www.BrainQuicken.com/DISTRIBUTOR/info.doc>

<http://www.BrainQuicken.com/DISTRIBUTOR/pricing.pdf>

Please let us know if we can be of any further assistance.

Thank you  
Consumer Care Rep

## **CANCELLATION REQUEST FOR ORDER THAT HAS ALREADY PROCESSED/SHIPPED**

Good Morning NAME,

Your personal electronic check is processing and cannot be canceled at this time. If you refuse the package and notify us, we will issue the full credit. My apologies that we cannot interrupt the process in mid-stream but the system will not do that. Please let us know if you have any questions. You can call us at 555-555-8877 and ask for John at ext. 111.

Thank you  
Consumer Care Rep

## **PROBLEM WITH CREDIT CARD BILLING**

Hi!

Thank you for your interest in BrainQuicken! Our records indicate that we did receive your order, but we have had some difficulty processing the payment through your bank/credit card company. If you would like you can reply or contact our customer service about the order at 555-555-8877 for further assistance. Our customer service hours are from 7 a.m. to 7 p.m. CST.

Thank you,  
Consumer Care Rep

## **PROBLEM WITH PERSONAL ELECTRONIC CHECK**

Good Morning Jorge,

Thank you for purchasing BrainQuicken. Our records indicate that we have received your order. We are processing your check as we write. Please allow 2-3 weeks for the check to process. Once your order ships, please allow 3-5 bus days for delivery. Feel free to reply or contact us at 555-555-8877 between 7 am and 7 pm CST for further assistance.

Thank You  
Consumer Care Rep

## **REQUESTED CREDIT**

Good Afternoon Phil,

This email is to confirm that we received your request and would like to thank you for trying BrainQuicken. We have requested a credit for your return. The credit should appear back on your account in approximately 3–5 business days. Should you have any additional questions or concerns, feel free to reply or contact us at 555–555–8877 between 7am–7pm Central Standard Time. Any of our representatives will be delighted to assist you.

Thank you  
Consumer Care Rep

## **REFUND STATUS**

Hi CUSTOMERS NAME!

The credit posted on DATE and should be visible on your credit card in 3–5 days from that date. If you have any further questions, please feel free to contact our customer service number at 555–555–8877 between 7 a.m. and 7 p.m. Central Standard Time. A customer service representative will be happy to assist you.

Thank you,  
Consumer Care Rep

## **CUSTOMER NOT ABLE TO PLACE ORDER VIA THE INTERNET**

Hi CUSTOMERS NAME!

Thank you for your interest in BrainQuicken. I do apologize if you have encountered any problems in placing your order via the website. We do appreciate the information that you have provided, so that we may ensure that the site is available and working at all times. If you are not able to place the order via the web, please feel free to call our toll free ordering number at 877–555–5555 or if this is an international order, please call 555–555–2839.

If you have any further questions or concerns, please feel free to call our customer service number at 555–555–8877 between 7 am–7 pm Central Standard Time.

Thank you,  
Consumer Care Rep

## **ORDER STATUS**

Good Morning CUSTOMERS NAME!

Your order is en route by Priority mail. It is actually already on the way. You should receive it in 3-5 days from today. Please feel free to contact our customer service number at 555-555-8877 between 7 am-7 pm Central Standard Time with any questions or concerns.

Thank you,  
Consumer Care Rep

## **ORDER STATUS Order placed within 24-72 hours of email request**

Good afternoon Mia,

This email is to confirm that we received your request and would like to thank you for ordering BrainQuicken. At this time, the order that you have placed has not been received within our system. Most orders can take anywhere from 24-72 hours to download into our system. We will be able to provide information concerning your order at that time. Feel free to reply or contact consumer care at 555-555-8877 at that time and we will be happy to assist you.

Thank you  
Consumer Care Rep

## **CUSTOMERS ORDER HAS SHIPPED VIA USPS PRIORITY**

Good Afternoon Neil,

This email is to confirm that we received your request and would like to thank you for purchasing BrainQuicken. Our records indicate that your package shipped on DATE. You should receive your product 3-5 business days from the ship date. Please reply if you do not receive your package within the specified shipping time. Business days are defined as Monday through Friday. Feel free to contact us at 555-555-8877 between 7am-7pm Central Standard Time should you have any additional questions or concerns. Any of representatives will be more than happy to assist you.

Thank you  
Consumer Care Rep.

## **RETURN OF PRODUCT W/ ADDITIONAL INSTRUCTIONS**

Hi CUSTOMERS NAME!

I am sorry you have not seen results to date with our product. You may, of course, return it but first please allow me to make a few common suggestions:

Experiment with your dosage range: the most common mistake is under dosing, where people only take one or two capsules at a time. 75% of our customers need 3–4 capsules per dose for desired response.

Please feel free to use the rest of any open bottles with the above suggestions before contemplating a return, as we cannot use open containers. The additional unopened containers can be returned for a credit of the order.

Please feel free to use the rest of any open bottles with the above suggestions FOR UP TO 60 DAYS, and we encourage you to use this time. If you decide to return the product, you will receive a full credit to your card and the extra 10% refund check in the mail as soon as we receive the product. Please send any unopened bottles to:

BrainQuicken—Return ID#  
XXXX Fulfillment House  
City, ST Zip

If you have any further questions or concerns, please refer to our web site for additional helpful information or call our customer service number at 555-555-8877 between 7 am–7 pm Central Standard Time and ask for me directly (NAME).

Thank you,  
Consumer Care Rep

## **RETURN OF PRODUCT WITHOUT ADDITIONAL INFORMATION**

Good Morning NAME!

This email is to confirm that we received your request and would like to thank you for trying BrainQuicken. We are sorry to hear of your decision to return the product, but it would be no problem at all to refund. Please send the bottles to:

BrainQuicken—Return ID#  
XXXX Fulfillment House  
City, ST Zip

Please write ID# /CREDIT, on the outside of your return package. Also, include a small note inside with the ID# /CREDIT and your shipping address. We will refund the full purchase price of the product to you upon return and let us know once that has been done so that we can initiate the additional 10% refund you are entitled to. We also suggest returning the order through some type of trackable means.

Should you have any additional questions or concerns, feel free to contact me at 555-555-8877 ext 111 and I will be delighted to assist you.

Thank you,  
Consumer Care Rep

### **NO FOREIGN DISTRIBUTORS**

Good Afternoon Nigel,

Thank you for your interest in BrainQuicken. Unfortunately, we do not have distributors/retailers in COUNTRY X. In order to receive BrainQuicken, you will need to either place the order through replying to this email or calling customer service at 555-555-8877 between 7am and 7 pm CST or visiting our website at [www.BrainQuicken.com](http://www.BrainQuicken.com). We do apologize for any inconvenience this may cause you and hope this will not be a deterrent to you ordering. Please let us know if we can be of further assistance.

Thank You  
Consumer Care Rep

### **ORDERS FOR GERMANY, ICELAND, COUNTRY X**

Good Morning CUSTOMERS NAME,

Thank you for your interest in BrainQuicken. I do apologize for any inconvenience this may cause you, but your country's import regulations restrict us from shipping to your destination. Once again, please accept our apologies.

Thank you,  
Consumer Care Rep

## **QUESTIONS CONCERNING DUTIES FOR RECEIVING PRODUCT THRU CUSTOMS**

Good Morning CUSTOMERS NAME!

Thank you for your interest in BrainQuicken. The following information will help explain the additional costs that you incurred in receiving your shipment. The shipping and handling charges on your order are to cover basic shipping costs and processing fees. No duties and custom taxes are included. Please note that the value of your order is over your country's limit for free importation. Therefore, shipments by any method would result in additional fees imposed by your country. Payment of duties and taxes is the responsibility of the one receiving the product. Our apologies for any confusion, but this is true of any product you would order from overseas.

Thank you,  
Consumer Care Rep

## **CUSTOMER HAS NOT RECEIVED PRODUCT**

Good Morning CUSTOMERS NAME!

Our records indicate that we shipped the first package on DATE. I don't understand why you have not received it, as I have verified that the address we shipped to be exactly the same as the one you provided today. We have sent out a reship and you should receive it in 5 days. It may be a good idea to alert your postman that you are expecting a package and that way the Post Office can be more aware. Please let me know when you do receive the package. I show no return of the original package so we must assume it was lost in the mail. Best of luck with BrainQuicken!

Thank you,  
Consumer Care Rep

## **CUSTOMER WANTS PRODUCT INFORMATION**

Good Morning CUSTOMERS NAME!

Thank you for your interest in BrainQuicken! Please review our website and you will find all the helpful information needed to make a decision and place an order. At present, we do not have a catalog, but our website is extremely detailed, covering the ingredients and just about any question you could have. Please take a look at [www.BrainQuicken.com](http://www.BrainQuicken.com).

Thank you,  
Consumer Care Rep.