

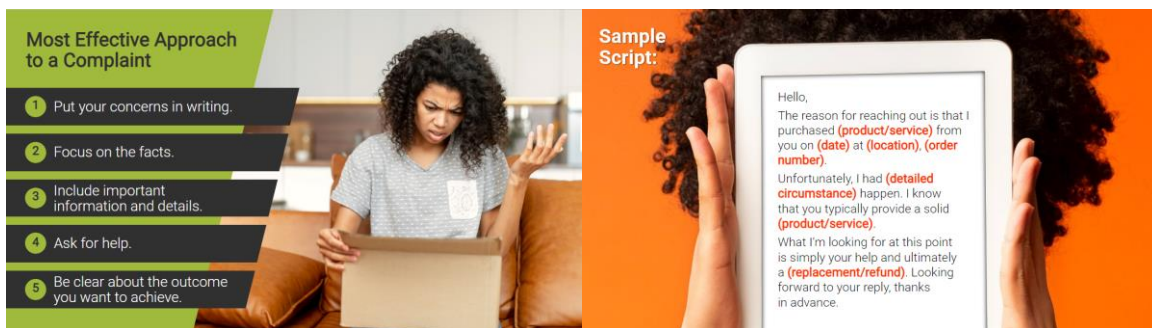
-EnrichedStart – Smart Buyer’s Guide – Enrichment Activity

Title: Effective Complaints

Introduction: As we learned in this module, it is important to understand your rights as a consumer. Let’s go through a scenario where you must make a complaint about a product.

Scenario: During an epic road trip, you bought an awesome t-shirt for \$50 on your debit card and received a paper receipt. While unpacking when you arrive home, you notice a small hole in the front the t-shirt. You hadn’t even worn it yet! You want to return the shirt and get a refund, but the store where you purchased the t-shirt is provinces away. It’s just not possible to go back to the store. You find the store’s customer service email on their website and decide to reach out to see what can be done.

1. Draft an email to the company requesting a refund and add it to the box below. Use our Most Effective Approach to a Complaint list or our Sample Script below as inspiration.



Most Effective Approach to a Complaint

- 1 Put your concerns in writing.
- 2 Focus on the facts.
- 3 Include important information and details.
- 4 Ask for help.
- 5 Be clear about the outcome you want to achieve.

Sample Script:

Hello,

The reason for reaching out is that I purchased **(product/service)** from you on **(date)** at **(location)**, **(order number)**.

Unfortunately, I had **(detailed circumstance)** happen. I know that you typically provide a solid **(product/service)**.

What I'm looking for at this point is simply your help and ultimately a **(replacement/refund)**. Looking forward to your reply, thanks in advance.