

RE: MKO100005999 - Refund request - Message (HTML)

File Can't Repeat (Ctrl+Y)

Ignore Delete Reply Reply All Forward More - Meeting Customer Team E-mail Reply & Delete To Manager Done Create New


Rules - OneNote Move Actions - Mark Unread Categorize Follow Up - Translate Find Related - Select - Zoom

From: Sadiya Makeen <sadiya@makeenbooks.com> Sent: Sat 18/08/2018 9:52 PM  
To: 'Callcenter | Makeen'  
Cc:  
Subject: RE: MKO100005999 - Refund request

Refund approved on a special case.

Why is the call center trainee not being trained properly

Who is the trainee who made this mistake



**MAKEEN BOOKS**  
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From: Callcenter | Makeen [mailto:callcenter@makeenbooks.com]  
Sent: Saturday, August 18, 2018 11:01 AM  
To: Sadiya@makeenbooks.com  
Subject: MKO100005999 - Refund request

Hi Sadiya,

When the customer called & ask the status of the below mentioned book, our call center trainee has stated that this book cannot be purchased as it is mentioned '**TOS - Temporarily out of stock, due soon**' in Gardners by mistakenly. The customer has placed an order with Sarasavi & now demands for a refund even after we tried to convince him for a book replacement.

See more about: Sadiya Makeen.

11:39AM 20/08/2018