English for customer service

1. Say you are sorry and ask what happened

Hi. This coffee maker won't turn on.	I'm sorry to hear that. What happened?
The light doesn't even come on. It's one week old.	I understand. That's frustrating.

How can I help you today?

I'm sorry to hear that.

What happened?

I understand. That's frustrating.

2. Ask for the receipt and when he bought it

I have the box. I think I lost the receipt.	That's okay. When did you buy it?
Last Saturday. I paid cash.	Thank you. Let me see what I can do.

Do you have your receipt?

When did you buy it?

How did you pay?

Can I see the box, please?

3. Explain what you can do without a receipt

So what can you do?	I can replace it for you.
Can't you just give me my money back?	I'm sorry, I can't without a receipt.

Let me see what I can do.

I can replace it for you.

I can give you a refund if you have the receipt.

Without a receipt, I can only replace it.

4. Say no to the refund politely and offer a supervisor

That's ridiculous. I'm a good customer.	I know. Would you like me to call my supervisor?
No, it's not your fault.	Thank you for understanding.

I'm sorry, I can't give you a refund without a receipt.

I know that's not what you want to hear.

Would you like me to call my supervisor?

Let me get my supervisor.

5. Give him the new coffee maker and end well

Fine. A new one, then.	Let me get you a new one.
Let's hope this one lasts longer.	I hope so, too. Have a nice day!

Let me get you a new one.

Let me check that it works.

Thank you for your patience.

Is there anything else I can help you with?

Have a nice day!