

This article is one from the "Do You Know" Series

DirectComplaint.com

www.DirectComplaint.com

Get your problem RECOGNIZED. HEARD. RESOLVED.

Do You Know: How To Successfully Return A Gift

By Jonathan Gale, founder of DirectComplaint.com

So you want your money back after a bad purchase, or an in-store credit? Why not just walk into the store, ask for the manager, yell, and make a scene? (NOT!) This will get you nothing, and more likely, it will get you kicked out of the store. Instead, have a plan: be calm, cool, and collected and you will be very satisfied.

Here's what you do to get the best results. Let's say you want to return something, an article of clothing, or a gift you received. The reason for the return is not important, but that you have decided that you are on a mission; you will not settle for anything less than getting the store to take back something that you have decided you don't want. First of all, have a game plan and a back-up plan. Be prepared to explain yourself more than one time--and most important don't ever lose your temper.

Know and understand the store's exchange and return policies. Occasionally they are printed on the back of receipts or you can ask about the policy when you make a purchase. You might even call the store before you go and ask about the policy in case it has changed or you don't know it. Do you have your receipt or the credit card you used? If so, be sure to bring them with you. This automatically eliminates one of the first questions the store will want to know--did you really purchase the item from their business?

Follow DirectComplaint.com



Dress neatly, talk slowly, be polite, and show confidence in yourself. Be apologetic about returning the item if you must, but be firm about your decision. If you personify confidence, honesty, and integrity, you will generally win the day; even if you are a little past the return by date or if the returned item has been worn or used.

If the first person you speak to cannot help you, then politely ask for their supervisor or a manager. Remember, getting angry will get you nothing but aggravation. Explain your reasoning to the second person just as calmly and with the same detail as you did with the previous person. Write down the names of everyone you talk to: you may need to refer to previous conversations to keep things moving.

If you still don't get anywhere, then ask for the store manager or for the phone number of the store's customer service center. If you are given a phone number, call it while you are still at the counter. Often, the customer service center can speak to the person behind the counter and give them authorization to make an exchange or to issue a refund.

If you still have no luck, you can try sending a letter to the store owner or to the corporate office. You can always get this information from the store before you leave. If you don't know how to compose a letter, you can always visit DirectComplaint.com, and use one of the complaint forms you will find in the consumer complaint center.

Good luck, and many happy returns!

This article is one from the "Do You Know" Series



www.DirectComplaint.com

Get your problem RECOGNIZED. HEARD. RESOLVED.