XILLIX / LUXONLINK

Support playbook

Delivery damage

SUPPORT / FIELD GUIDE 03

A customer received a damaged item. What should I collect?

SOURCE PASSAGE

Record the order number and attach a photo of the damage to the case. Route the completed case to Claims.

01 Identify the order

Ask the customer for the order number so Claims can match the report to the shipment.

02 Attach the evidence

Ask for a photo that shows the damaged item. Attach the photo to the same case as the order number.

03 Route for a decision

Send the case to Claims once both items are present. Claims reviews the evidence and authorizes any remedy.