**OPENING GREETING**

*“Thank you for calling the National Tree Company. My name is <Rep Name>. Who do I have the pleasure of speaking with today?*

(Customer responds)

*“How can I assist you today?”*

(Customer responds)

If related to existing purchase:

” When *did you purchase your Christmas tree?*

 *“Where did you make your purchase?”*

If general questions:

 Move to Customer Service presentation.

**Call categories:**

If received wrong item, exchange, or return, and damaged order go to retail presentation

If missing item go to missing item presentation

If needs assistance with Tree Assembly / lights Troubleshoot presentation

If has general questions regarding products to Customer service presentation

If received customer needs complementary lights OR needs a replacement part go to replace part presentation

Replacement / Repair under warranty go to warranty presentation

Replacement parts OOW go to OOW presentation

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***RETAIL PRESENTATION -* If received wrong item, exchange, or return**

(Customer Responds)

*“Thank you for that information. As the manufacturer we repair products that have a manufacturers defect. All exchanges, returns, or wrong items will have to be fulfilled with the retailer.”*

Move to Closing.

***MISSING ITEM PRESENTATION :***

If customer in first season and missing item:

 *I will ship you the missing part.*

Complete Order form (no registration is needed)

If customer past first season and missing item:

*I will ship you the missing part for a small fee plus shipping charges.*

Complete Order form (no registration is needed)

**Name:**

**Store Purchased:**

**Date Purchased**

**Customer Address**

**Customer Phone Number**

**Quantity**

**Registration Number**

**Item Number: locate in Magic**

**UPC Code: locate in Magic**

**Part requested Model Number**

**Total Price:**

Move to Closing

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***TROUBLESHOOT / ASSEMBLY PRESENTATION***

 *“Thank you for that information. Let us start with simple troubleshooting steps to see if we can resolve the problem”*

Follow troubleshooting / assembly process.

If issue is resolved, move to closing.

If unable to resolve and customer is within retailers return policy:

“*I wish we were able to resolve the matter. At this time, all exchanges or returns, will have to be fulfilled with the retailer.”*

Move to closing.

If unable to resolve and retailers return policy expired: move to Repair under warranty presentation

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***CUSTOMER SERVICE PRESENTATION***

If caller has the product in possession:

 “*Please provide me the product NTC item number?”* (located on the packaging)

If caller does not have NTC item number:

“*Can you, please provide me the retailors item number?”*

Utilize Magic tool to lookup details information about product in question.

Answer customers questions & concerns.

* **About the Company**: For 60 years National Tree Company ( A family company -3 generations deep) has been a leading importer and wholesaler of artificial Christmas trees, wreaths and garlands as well as holiday decorations and fiber optics products. Trees come in a wide range of shapes, styles, and sizes – both lit and unlit – many with available matching wreaths, garlands and assorted greenery. Sizes from 2 ft. to 12 ft.
* **Benefit Statement:** For many years, artificial Christmas trees, wreaths, garlands and related items have been constructed of PVC (poly vinyl chloride) material. PVC was easy to control and shape and provided the most realistic duplication of nature’s design. PVC is still very popular and continues to be used in today’s manufacturing processes. But now, advances in technology have given birth to a new construction process that has taken artificial Christmas trees to the next level. The use of PE (polyethylene) material creates an even more realistic product that not only looks like the branches of a tree but also feels like the real thing. The branches of PE trees are molded from actual tree branches creating a perfect replica that is both flexible and crush resistant. These trees are so life-like in appearance that it’s difficult to tell the difference between PE trees and their living twin.
* **Provide information related to warranty information if appropriate**. REPLACEMENT PARTS ARE SHIPPED AT NO COST IF COVERED UNDER WARRANTY. WARRANTY IS FOR MANUFACTURING DEFECTS ONLY. WARRANTY ON TREES IS 5 YEARS, LIGHTS IS 2 YEARS, FIBER OPTICS IS 90 DAYS.

**REPLACEMENT PART PRESENTATION**

If customer is within warranty and registered, complete order form to send out replacement part (if part is covered under warranty, if not they will need to pay a small fee)

“*Please provide me the product NTC item number?”* (located on the packaging)

If No,

“*To have replacement parts shipped you will need to complete the online registration of your product. You can register the product online at* [*www.nationaltree.com*](http://www.nationaltree.com)*. If you chose not to register the product than you will be responsible for the price of the part.*

If Yes,

 “*Awesome, glad to hear!*

Complete an order form and send out the missing item. Collect information from customer:

**Name:**

**Store Purchased:**

**Date Purchased**

**Customer Address**

**Customer Phone Number**

**Quantity**

**Registration Number**

**Item Number: locate in Magic**

**UPC Code: locate in Magic**

**Part requested Model Number**

**Total Price:**

*“Thank you for that information. You will receive the replacement part within 5-7 business days. “*

Move to closing.

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**REPAIR UNDER WARRANTY PRESENTATION PRIOR TO JAN 15th**

(Customer Responds)

*“We will ship the lights complimentary and we ask that you contact us back in January for repair.”*

Complete an order form. Collect information from customer:

**Name**

**Store Purchased**

**Date Purchased**

**Customer Address**

**Customer Phone Number**

**Quantity**

**Item Number: locate in Magic**

**UPC Code: locate in Magic**

**Part requested Model Number**

**Total Price**

*“Have you already registered your product online using our website?”*

If No,

“*To have the Warranty placed into effect you will need to complete the online registration of your product as it is required with inclusion of sales receipt noting purchase date and place. You can register the product online at* [*www.nationaltree.com*](http://www.nationaltree.com)*. Please do so prior to January”*

If Yes,

 “*Awesome, glad to hear! Be sure to have your registration number handy when you contact us back in January. “You will receive the replacement part within 5-7 business days.*

Move to Closing.

**REPAIR UNDER WARRANTY PRESENTATION AFTER JAN 15th**

*Have you registered your product online using our nationaltree.com website?*

(Customer Responds)

If No,

“*To have the warranty placed into effect you will need to complete the online registration of your product as it is required with attachment of sales receipt noting purchase date and place. You can register the product online at* [*www.nationaltree.com*](http://www.nationaltree.com)

Move to closing.

If Yes,

 “*Glad to hear! I will collect basic information.*

Collect information from customer:

**Name:**

**Store Purchased:**

**Date Purchased**

**Registration Number**

**Customer Address**

**Customer Phone Number**

**Item Number:**

**UPC Code:**

**Total Price: NO CHARGE**

If customer within 1st season of warranty:

*“National Tree Company will pay the cost of shipping to our facility and back. Please obtain a box the smallest possible size and shape to securely contain the part being shipped. We will send you a pre-paid return label. “*

If customer within 2nd season of warranty: *“As under warranty terms our Customers are responsible for the cost of delivery. National Tree Company will pay the return cost of delivery. Please obtain a box of the smallest possible size and shape to securely contain the part being shipped.”*

If customer within 3rd season of warranty:

*As under warranty terms our Customers are responsible for the shipping costs to and from our facility. Please obtain a box of the smallest possible size and shape to securely contain the part being shipped.”*

**Shipping Address**: 2 Commerce Drive Cranford, NJ 7016

Move to Closing.

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**PARTS - OUT OF WARRANTY PRESENTATION**

*It appears that you are out of warranty. We can ship you the authentic part / item for a small fee (review pricing sheet & shipping charge).*

Complete an order form and send item.

Collect information from customer:

**Name**

**Store Purchased**

**Date Purchased**

**Customer Address**

**Customer Phone Number**

**Quantity**

**Item Number:**

**UPC Code:**

**Part requested Model Number**

**Credit Card Number, Exp Date, and CVC**

**Total Price** (before taxes)

*You will receive the part within 5-7 business days.*

Move to Closing.

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**CLOSING**

*“Mr/Mrs \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, now that we’ve <verbiage as to what you’ve done on the call>, is there anything else I can help you with today?”*

If customer needs additional assistance or has additional questions, assist customer.

Examples:

* Sent out a replacement item
* Assembled your product
* Given the information as requested

*“I’d like to thank you for being a valued* ***National Tree Company customer*** *and to let you know we appreciate your business. If you need to contact us again, our hours are 9am – 1:00am ET, Monday thru Friday and our phone number is* ***888-494-7278****.”*

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**SHIPPING DELAYS:**

*We do apologize for the delay you are experiencing. Your order was processed in a timely manner and has shipped out with UPS/FedEx. Due to the Pandemic and Covid Protocols, both UPS/FedEx are experiencing historical demands in volume, consequently extra time is needed to complete delivery.*

The Customer Service Rep wants to confirm with the consumer that the Consumer has the Tracking Number and emphasize to continue to track it via UPS.com/Fedex.com

If the customer exclaims that they need to cancel the order, the rep needs to advise any cancelations or changes need to be done with the respective retailer

**PARTS SHIPPING CHARGES For US Customers**

Shipping cost for US Customers is $10

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**NOTES AND DISPOSITIONS**

Choose correct Disposition and Resolution.

**Disposition Category**

Test Call

Wrong Number

General Inquiry

Replacement Part

Refer to Retailer

Customer Service – Troubleshoot – resolved

Complete – Under warranty repair