

# SOP Template: Assisting Customers with Size Exchanges and Requests

This SOP details the process for **assisting customers with size exchanges and requests**, ensuring efficient and courteous handling of customer needs related to product sizing. It covers steps for verifying product eligibility, coordinating exchanges, managing inventory updates, and providing clear communication to enhance customer satisfaction and streamline service operations.

## 1. Purpose

To provide a standardized procedure for assisting customers who request size exchanges, ensuring consistency, accuracy, and a positive customer experience.

## 2. Scope

This procedure applies to all customer service representatives handling size exchange and request inquiries for products purchased via official sales channels.

## 3. Responsibilities

- Customer Service Representatives: Address customer inquiries, process size exchanges, and update records.
- Inventory/Logistics Team: Manage stock adjustments and shipping logistics.
- Supervisors: Oversee escalated cases and ensure SOP compliance.

## 4. Procedure

### 1. Receive and Document Request

- Greet customer courteously and confirm receipt of the size exchange or request.
- Record customer details, order number, and the specifics of the size issue.

### 2. Verify Product Eligibility

- Check product eligibility for exchange (e.g., within return/exchange period, unworn, original packaging).
- Refer to company exchange and return policies as needed.

### 3. Confirm Desired Size and Availability

- Ask the customer for the desired size.
- Check inventory to confirm size availability.
- If unavailable, offer alternatives or options (e.g., restock notifications, refund, or credit).

### 4. Communicate Exchange Process

- Clearly explain next steps, required actions (e.g., return instructions), and expected timelines.
- Provide any necessary documentation, return labels, or forms.

### 5. Coordinate Exchange Shipment

- Once eligible product is received, verify condition.
- Initiate shipment of the new size if conditions are met.
- Update the customer with shipping details and tracking information.

### 6. Update Records and Inventory

- Adjust inventory records for returned and shipped items.

- Document exchange actions in the customer's order history.

#### 7. Follow-Up

- Confirm that the customer has received the correct item and is satisfied.
- Address any additional questions or issues promptly.

## 5. Documentation & Reporting

- Save all correspondence, exchange forms, and order updates in the customer account.
- Escalate unresolved issues to supervisors or appropriate departments.
- Report exchange trends and issues to management for process improvement.

## 6. References

- Return/Exchange Policy
- Customer Service Scripts
- Inventory Management Guidelines

## 7. Revision History

Date	Version	Description	Author
2024-06-10	1.0	Initial template release	Customer Service Team

**Note:** Always act in accordance with company policies and maintain a professional, courteous attitude during all customer interactions.