Title: "Resolving a Wrong Delivery: Customer Service Response to an Angry Customer"

CSR: I understand your frustration. We're improving our systems and training staff to prevent this in the future. I can offer you a full refund, and you can keep the earbuds, or we can send the correct headphones with expedited shipping. Which would you prefer?

CSR: Thank you. I see there was a mix-up in our warehouse. I apologize for the mistake.

CSR: Of course. I've processed your refund, and it should appear in your account in 3-5 business days. Again, I apologize for the inconvenience.

CSR: Thank you for your understanding. Have a great day!

CSR: I'm very sorry about that. Let me check your order. Can I have your order number, please?

Customer Service Representative (CSR): Thank you for calling QuickDeliveries. This is Sarah. How can I help you?

LIVEWORKSHEETS

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Customer (Angry): Hi, I ordered noise-canceling headphones, but you sent me cheap earbuds! This is ridiculous!

Customer: It's 12345-QD.

Customer: This keeps happening! What's going on?

Customer: Just give me the refund.

Customer: Fine, thanks.

LIVEWORKSHEETS