



CD ON GROUP

Customer Service in the Nordics - A guiding handbook towards a happy customer

Contents of this handbook

1. **Intro:** Offering top class Nordic Customer Service at Fyndiq
2. **CSS:** Our Most Important KPI for Returning Customers
3. 10 Guiding Principles of Top Class Nordic Customer Service
4. **Brand Awareness:** Tonality and Language According to the Fyndiq brand
5. **Guide:** How Should Your Customer Service Response Be Structured?
6. **Guide:** Product Questions
7. **Guide:** A Look Into the Nordic Consumer Regulations:
 - 7.1: Handle Your Tickets Correctly
 - 7.2: In Case of Disputes

Appendix: Suggestions and templates for the most common customer requests



1. Intro: Offering top class Nordic Customer Service at **FYNDIQ**

Working in customer service is about more than just answering questions – it's about **building relationships**, **creating trust**, and solving problems in a **customer centric** and **respectful** way.

At CDON, we're more than a marketplace – we're a platform people return to because they feel safe, seen and supported. Our brand stands for simplicity, reliability, and Nordic honesty – and customer service plays a key role in delivering that promise.

This handbook gives you practical tools, key principles, and real examples to help you deliver professional, empathetic, and quality customer service.

And at the heart of it all are you, our merchants. You are the ones meeting the customers, solving problems, and creating the everyday experience of CDON.

Your way of working, your service, and your professionalism are what shape the customer's trust in CDON – and bring them back

FYNDIQ

Why does this matter?

Because great service isn't just about solving problems – it's about creating experiences that customers remember, talk about, and return for. Every helpful reply, every respectful interaction, every update builds loyalty – and loyalty builds CDON/Fyndiq.

Our goal is for every customer to feel:

 **Seen** – we listen and show understanding

 **Safe** – we provide transparent information

 **Solution-oriented** – we aim to help and move things forward

 **Welcome to return** – we build long-term trust

Customer service is often the first – and last – impression a customer gets of CDON. **This handbook helps you make sure that impression is a great one – every time**

2. CSS: Our Most Important KPI for Returning Customers

Delivering excellent customer service is not just about resolving issues – it's about doing so with **professionalism, kindness, and a customer-first mindset.**

A score below our goal of **85%** indicates too many unhappy customers – **and that's a risk for both brand trust and future sales.**

IMPORTANT: After every finished interaction you had with a customer in Reclaimit, we measure how your customer service performed.

Do you get a thumbs up 🟢👍 or thumbs down 🟡👎 ?

Our quantitative goal:
All merchants should reach 85% CSS

What we achieve by caring about our customers:

💙 **Loyalty** – Satisfied customers are more likely to return.

👛 **Trust** – Great service builds a strong and reliable brand.

🏆 **Competitive Advantage** – Excellent service sets you apart from competitors and you as a merchant may be highlighted in our campaigns.

📈 **Growth** – Happy customers often lead to repeat purchases and upselling.

3. 10 Guiding Principles of Top Class Nordic Customer Service

1. Customer centricity as a guiding principle
2. Be solution-oriented - Focus on finding the solution
3. Take ownership of the customer case
4. Respond quickly – and keep your promises
5. Show empathy and understanding
6. Use the right language and tonality
7. Know your rules and regulations
8. Be flexible when possible
9. Appreciate feedback from customers
10. End on a positive note



10 Guiding Principles of Top Class Nordic Customer Service

1. 👤 Customer centricity as a guiding principle

- CDON is about customer centricity. All interactions with customers must be guided by customer centred principles and a holistic approach where we are aware that the customer service that we provide contributes to the overall success of CDON.

2. 🚀 Be solution-oriented - Focus on finding the solution

- We provide customer service with a solution-oriented approach focusing on resolving the issue as quickly and effectively as possible. Fast and helpful action builds trust - especially when things have not gone as planned or as expected.

3. 🧠 Take ownership of the customer case

- Show the customer that you take full responsibility and will see the issue through to the end. Avoid passing them around or leaving them uncertain. They should never feel like they have to chase answers – you're their point of contact, and you've got it covered

10 Guiding Principles of Top Class Nordic Customer Service

4. ⚡ Respond quickly – and keep your promises

- Timely responses create a sense of trust and reliability. It's better to take a little extra time to deliver the right answer than to respond too fast with incorrect or incomplete information. Always follow through on what you've promised – it shows commitment and builds confidence with your customers.

5. 🤝 Empathy and Understanding

- Show the customer that you see the situation from their perspective – it builds trust. Acknowledge your customers feelings: frustrations, worry, confusion, or disappointment. Avoid sounding defensive – even when it's not “your fault.”

6. 💬 Use the right language and tonality

- The foundation of a great response is how you say it- not just what you say. Always reflect the CDON brand's tone of voice and make sure your language matches the brand's personality and values. Read more about the CDON tonality [here](#).

10 Guiding Principles of Top Class Nordic Customer Service

7. ⚖️ Know your rules and regulations

- Make sure you know the rules and regulation of the market that you are selling within. Read more about the Nordic consumer rights [here](#).

8. 🙌 Be flexible when possible

- Being flexible means adapting to the customer's situation when it makes sense. A small exception or creative solution can turn a frustrating experience into a positive one. It shows you care more about people than just policies.

9. 🙏 Appreciate feedback from customers

- Customer feedback is a valuable opportunity to learn and improve. Whether it's praise or criticism, showing appreciation builds trust. Let customers know their voice matters.

10. 😊 End on a positive note

- Always close your conversations in a warm and friendly way. A positive ending leaves a lasting impression and shows that you care. Even if the issue wasn't fully resolved, kindness and optimism go a long way.

4. Brand Awareness: Tonality and Language According to the **Fyndiq** Brand

How we communicate with our customer must reflect the **Fyndiq** brand:

In customer service we must act according to brand. Therefore all customer service responses must be formed with brand awareness in mind.

At the side you will find some tips on how you can act accordingly when communicating to your customers

You can find examples on how you can respond in the following page (ENG) and in the appendix in all nordic languages (SWE 🇸🇪, DK 🇩🇰, FIN 🇫🇮, NO 🇳🇴).

Keywords: How should we act according to brand?	Definition and tonality:
Warm	<i>Friendly and welcoming, creating a sense of trust and closeness.</i>
Inspiring	<i>Sparks ideas, motivation, and positive energy.</i>
Down to earth	<i>Honest, simple, and easy to relate to.</i>
Customer focused	<i>Always centered around the customer's needs and experience, with care in every detail.</i>

5. **Guide:** How Should Your Customer Service Response Be Structured?

If you are unsure on how you should structure your responses when responding to customers, we have created this guide.

When responding to customers, your message should be clear, concise, and customer-focused.

Begin by acknowledging the issue, provide a solution or relevant information, and end on a positive and professional note.

Always ensure the tone is empathetic, respectful, and aligned with our brand voice.

 **Please look in the appendix for some templates you can use while responding to the most common customer service issues. Do not hesitate to use our templates for your future responses.**

1. 🖐️ Greeting:	<i>"Hello Anna,"</i>
2. 🙏 Thanks and Acknowledgement	<i>"Thank you for reaching out to us."</i>
3. ❤️ Empathy	<i>"We understand your frustrations, and appreciate you taking the time to share your experience with us"</i>
4. 🛠️ Clear information and solution for issue	<i>"We will help you arrange the pickup as soon as you confirm pick up time"</i>
5. 👉 Next steps and follow up on issue	<i>"You will receive a tracking number as soon as the package leaves our warehouse, Please reach out if your parcel has not arrived by Wednesday."</i>
6. ★ Positive closing and signature	<i>"Thank you for your patience, Anna. We look forward to hearing from you."</i> <i>Kind regards, customer care team of Merchant XYZ"</i>

6. Guide: Product Questions

A customer needs help to find their right product. Or they might be having questions about a product they already bought.

Highly qualitative, clear, helpful, professional responses and guiding responses to product customers' questions are a great chance to leave a positive impression.

How you respond enhances your chance to **make that sale, to create satisfied returning customers** that will talk about, and recommend you.

To the right you will find a few tips on how you can approach and handle your customers asking product related questions.

Guidings responses:

- Help you customer to make the right choice according to their expressed needs. You are now the sales clerk, take your chance to exceed you customers expectations.

Upselling/Cross selling responses:

- An up/cross selling response can be appreciated by the customer if you keep your recommendations accordingly to your customers need.

Going the extra mile:

- At CDON we strive to go the extra mile for our customers by providing more than expected. We offer personal and thoughtful service.

A grayscale photograph of a family sitting on a couch in a living room, watching television. A man with glasses is eating popcorn, a woman is holding a baby, and a dog is sitting next to them. The scene is dimly lit, with the TV screen providing the main light source.

Consumer rights and regulations in the Nordics

A summary of the nordic consumer rights

7. Guide: A Look Into the Nordic Consumer Regulations

Nordic Consumer rights:

In the Nordic countries, consumer protection is strong. The laws ensure rights when buying products, making complaints, or handling disputes.

In Sweden it is the Consumer Sales Act (Konsumentköplagen) that regulates the rights and obligations when a consumer buys goods from a business.

Please Note! The principles are very similar across Sweden, Denmark, Norway, and Finland, though each country has its own details and authorities.

Read more about the Swedish consumer regulations [here](#).

Right of withdrawal: For online or distance purchases at Fyndiq, consumers have a 30-day right to return their product.

Defective goods: Consumers have the right to complain about a product within three years (Sweden and Finland, two years in Denmark, five years in Norway, if they claim the defect was originally there).

When can the customer make a claim?

- If the product is damaged, defective, or does not function properly.
- If the product does not match the description, such as wrong color, size, or missing features.
- If the product cannot be used for its intended purpose.

The fault must be **original**, meaning it existed when the customer received the product. A fault can still be considered original even if it appears later. Damage caused by incorrect use is not considered a valid fault.

PLEASE NOTE: For up to 24 months, the **merchant is responsible** to prove that the fault was **not** originally within the product at delivery to the customer.

7.1 Guide: A Look Into the Nordic Consumer Regulations: **Handle your tickets correctly**

Regret:

- The customer has a **30 day** right of regret/withdrawal from the day the customer received their package.
- The merchant decides if they want to offer an exchange policy.
- The merchant provides the customer with return instructions.
- The customer pays for shipping cost.
- The customer **does not** need to provide a reason for return.

In the appendix you can find an example/template on how you can respond to your customer in case of a regret request.

Claims:

- The customer has the right to make a claim within 3 years (SE/FI), 2 years (DK), 5 years (NO) of receiving the product.
- The merchant provides customer with a **paid** return label.
- The claim must be made within 2 months from the time the customer made the discovery of the fault.
- As a merchant you are entitled to take care of your claims. If a claim is escalated to CDON, CDON has a right to issue a fee to the merchant for shipping and handling of the claim.

The customer has the right to receive:

- **Repair or replacement:** The customer is first entitled to a free repair or replacement within reasonable time. The product can also be replaced. If no identical product is available, an equivalent one must be offered.
- **Price reduction or cancellation:** For more complicated faults and issues, the customer may get a price reduction or cancel the purchase. Cancellation means returning the product and receiving a full refund.

In the appendix you can find an example/template on how you can respond to your customer in case of a claim.

7.2 Guide: A Look Into the Nordic Consumer Regulations: **In Case of Disputes**

All consumers have the right to reach out to the dispute agency to drive a dispute case against a merchant. Disputes happen when a customer and a business cannot agree over a complaint.

These agencies are available for consumer disputes in the Nordics:

SWE: [Allmänna reklamationsnämnden](#)

DK: [Naevnenes hus](#)

FI: [Konsumenttvistেনämnden \(Kuluttajariitalautakunta\)](#)

NO: [Forbrukerklageutvalget](#)

Please note that different agencies might have different processes and additional fees for handling disputes.

Disputes at Fyndiq

If a dispute is directed towards Fyndiq, Fyndiq will be responsible to assess and respond and to the claim with necessary supporting documents.

It will be the responsibility of the merchant to eventually fulfill any demands in order to resolve the case. A demand might entitle the customer to monetary compensation in the form of a reimbursement or the demand of a replacement of the ordered product.

In case of a claim, Fyndiq requires collaboration with the merchant to resolve the case as soon as possible.



Let's get to work!

You have reached the end of this **Customer Service Handbook**. Now it is time for you to get to work and provide our customers with world class customer service.

This handbook will always be available in Merchant Center. If you need further guidance or assistance, please reach to our Merchant Support Team.

All the best,
Your team at Fyndiq



Appendix

Suggestions and templates for the most common customer requests



Missing issues

Regret request

Complaint request

Product question

Package not received by customer after the delivery window.

Customer changed their mind.

Product is damaged, faulty, or incorrect.

Customer has a question about a product they bought or is interested in.

Hello Anna,

Thank you for reaching out to us!

I am really sorry to hear that your package hasn't arrived within the expected delivery window. We understand your frustrations.

I've already started looking into this and contacted the carrier for an update. As soon as I hear back, I'll follow up with the next steps. In the meantime, if the package shows up or you receive any notification, please let us know.

We'll make sure this gets resolved for you. Thank you so much for your patience.

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

Hi Anna,

Thank you for reaching out! I understand that you've changed your mind about your order – and that is completely okay.

You're welcome to return the item within 30 days of receiving it, as long as it's unused and in its original condition. Please note that in this case, the return shipping cost will be covered by you.

Here's how to proceed:

1. Pack the item securely.
2. Choose a return shipping method that includes tracking, and send it to the following address: **Insert Return Address**
3. Once we receive the item, we'll process your refund promptly.

If you need help along the way or have any questions, don't hesitate to reach out.

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

Hello Anna,

Thank you for letting us know – I'm sorry to hear that the product you received is damaged/faulty/incorrect. That's definitely not the experience we want you to have.

To make things right, we'll gladly take care of the return shipping and send you a prepaid return label.

Here's what happens next:

1. You'll find the return label attached in this email.
2. Please pack the item securely and attach the return label to the parcel.
3. Please make sure to save your return tracking receipt until we have confirmed the return.
4. Once we receive the item, we will inspect it and arrange a refund as agreed. Please note that this may take up to XX business days.

If you have any questions in the meantime, just let me know – we are happy to help you!

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

Hello Anna,

Thanks for reaching out to us! We're happy to help you with your question about the product XYZ.

Yes, the jacket you're looking at is waterproof, it's made with a breathable membrane that keeps water out while still allowing moisture from your body to escape. Great for rainy days or outdoor adventures

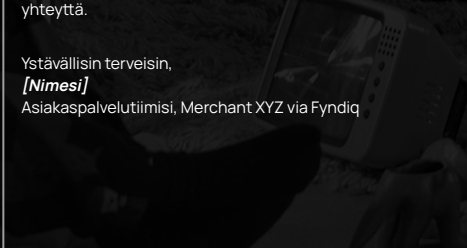
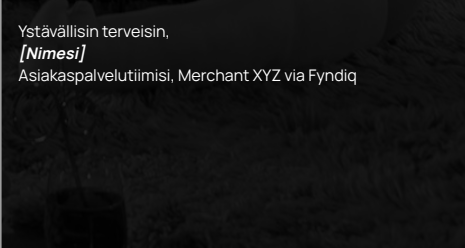
If you have any more questions or want help choosing the right size, just let us know – we're happy to help.

Kind regards,
Your Name
Customer Service Team of Merchant XYZ

 Saknat paket	Ånger	Reklamation	Produktfråga
<i>Paketet har inte mottagits av kunden efter leveransfönstrets slut.</i>	<i>Kunden har ändrat sig.</i>	<i>Produkten är skadad, defekt eller felaktig.</i>	<i>Kunden har en fråga om en produkt de har köpt eller är intresserade av.</i>
Hej Anna, Tack för att du hörde av dig! Tråkigt att höra att ditt paket inte har kommit fram, vi förstår verkligen hur frustrerande det är. Vi har redan kontaktat fraktbolaget och väntar på en uppdatering. Så snart vi vet mer återkommer vi med nästa steg. Om paketet skulle dyka upp under tiden eller om du får någon avisering, hör gärna av dig till oss. Vi ser till att du får den hjälp du behöver. Vänliga hälsningar, Ditt namn Ditt kundserviceteam hos Merchant XYZ via Fyndiq	Hej Anna, Tack för att du hörde av dig! Ingen fara alls att du har ändrat dig, det händer! Du är välkommen att returnera varan inom 30 dagar från att du tagit emot den, så länge den är oanvänd och i originalskick. Vid ånger står du själv för returkostnaden. Avgiften ligger mellan 41–177 kr beroende på varans vikt. Så här gör du: 1. Packa varan ordentligt 2. Om du inte har köpt din returetikett direkt från Fyndiq, välj ett fraktsätt med spårning och skicka varan till följande adress: [Ange returadress] När vi har tagit emot varan behandlar vi din återbetalning så snart som möjligt. Tveka inte att höra av dig om du har några frågor eller behöver hjälp. Vänliga hälsningar, Ditt namn Ditt kundserviceteam hos Merchant XYZ via Fyndiq	Hej Anna, Tack för att du hörde av dig – det är tråkigt att höra att produkten du mottagit är skadad, defekt eller felaktig. Det är förstås inte den upplevelse vi vill att du ska ha. För att lösa det står vi gärna för returfrakten och skickar dig en förbetald returetikett. Så här går det till: 1. Du hittar returetiketten bifogad i detta mejl 2. Packa varan ordentligt och fäst returetiketten på paketet Spara kvittot med spårningsnummer tills vi har bekräftat returen När vi har tagit emot varan kommer vi att kontrollera den och ordna en återbetalning enligt överenskommelse. Observera att detta kan ta upp till XX arbetsdagar. Om du har några frågor under tiden – hör gärna av dig, vi hjälper dig gärna! Vänliga hälsningar, Ditt namn Ditt kundserviceteam hos Merchant XYZ via Fyndiq	Hej Anna, Tack för att du hörde av dig! Vi hjälper gärna till med din fråga om jackan XYZ. Ja, den är vattentät, tillverkad med ett andningsbart membran som håller regnet ute men släpper ut fukt. Perfekt för regniga dagar eller äventyr utomhus. Om du är osäker på storleken eller har fler frågor är det bara att höra av dig, vi finns här för dig. Vänliga hälsningar, Ditt namn Ditt kundserviceteam hos Merchant XYZ via Fyndiq

 Savnet pakke	Angrerett	Reklamasjon	Produktspørsmål
<i>Pakken er ikke mottatt av kunden etter utløpt leveringstid.</i>	<i>Kunden har ombestemt seg.</i>	<i>Produktet er skadet, defekt eller feil.</i>	<i>Kunden har et spørsmål om et produkt de har kjøpt eller er interessert i.</i>
Hei Anna, Takk for at du tok kontakt! Leit å høre at pakken din ikke har kommet frem – vi forstår virkelig hvor frustrerende det er. Vi har allerede kontaktet fraktselskapet og venter på en oppdatering. Så snart vi vet mer, kommer vi tilbake til deg med neste steg. Om pakken skulle dukke opp i mellomtiden, eller du får en melding om levering, setter vi pris på om du gir oss beskjed. Vi sørger for at du får den hjelpen du trenger. Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ via Fyndiq	Hei Anna, Takk for at du tok kontakt! Ingen problem at du har ombestemt deg, det skjer! Du er velkommen til å returnere varen innen 30 dager etter at du har mottatt den, så lenge den er ubrukt og i original stand. Ved angrerett dekker du selv returkostnaden. Avgiften ligger mellom 41–177 kr, avhengig av varens vekt. Slik gjør du: - Pakk varen godt. - Hvis du ikke har kjøpt returetiketten din direkte fra Fyndiq, velg en fraktmetode med sporing og send varen til følgende adresse: [Angi returadresse] Når vi har mottatt varen, behandler vi tilbakebetalingen din så snart som mulig. Ikke nøl med å ta kontakt hvis du har spørsmål eller trenger hjelp. Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ via Fyndiq	Hei Anna, Takk for at du ga oss beskjed. Det er leit å høre at produktet du mottok er skadet, defekt eller feil. Det er absolutt ikke den opplevelsen vi ønsker at du skal ha. For å rette opp i dette dekker vi selvfølgelig returfrakten og sender deg en forhåndsbetalt returetikett. Dette skjer videre: - Du finner returetiketten vedlagt i denne e-posten. - Pakk varen godt og fest returetiketten på pakken. - Husk å ta vare på kvitteringen med sporingsnummer til vi har bekreftet returen. Når vi har mottatt varen, vil vi kontrollere den og behandle refusjonen som avtalt. Vær oppmerksom på at dette kan ta opptil XX virkedager. Hvis du har spørsmål i mellomtiden, er det bare å si ifra – vi hjelper deg gjerne! Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ via Fyndiq	Hei Anna, Takk for at du tok kontakt med oss! Vi hjelper deg gjerne med spørsmålet ditt om produktet XYZ. Ja, jakken du ser på er vanntett – den er laget med en pustende membran som holder vannet ute, samtidig som fukt fra kroppen slipper ut. Perfekt for regnværsdager eller utendørsaktiviteter! Hvis du har flere spørsmål eller ønsker hjelp med å velge riktig størrelse, er det bare å si ifra – vi hjelper deg gjerne. Vennlig hilsen, Ditt navn Ditt kundeserviceteam hos Merchant XYZ via Fyndiq

 Savnet pakke	Fortrydelse	Reklamation	Produktspørgsmål
<i>Pakken er ikke ankommet inden for den angivne leveringstid.</i>	<i>Kunden har fortrudt sit køb.</i>	<i>Produktet er defekt eller forkert.</i>	<i>Kunden har et spørgsmål om et produkt, de er interesserede i at købe.</i>
Hej Anna, Tak for din besked! Ærgerligt at høre, at din pakke ikke er kommet frem – vi forstår virkelig, hvor frustrerende det er. Vi har allerede kontaktet fragtfirmaet og afventer en opdatering. Så snart vi ved mere, vender vi tilbage med næste skridt. Hvis pakken dukker op i mellemtiden, eller du får en leveringsbesked, må du meget gerne give os besked. Vi sørger for, at du får den hjælp, du har brug for. Venlig hilsen, Ditt navn Dit kundeserviceteam hos Merchant XYZ via Fyndiq	Hej Anna, Tak for din besked! Det er helt i orden, at du har ombestemt dig – det sker! Du er velkommen til at returnere varen inden for 30 dage efter modtagelsen, så længe den er ubrugt og i original stand. Ved fortrydelse betaler du selv for returfragten. Gebyret ligger mellem 41–177 kr afhængigt af varens vægt. Sådan gør du: 1. Pak varen forsvarligt. 2. Hvis du ikke har købt din returlabel direkte fra Fyndiq, skal du vælge en fragtmetode med tracking og sende varen til følgende adresse: [Angiv returadresse] Når vi har modtaget varen, behandler vi din tilbagebetaling så hurtigt som muligt. Tøv ikke med at kontakte os, hvis du har spørgsmål eller har brug for hjælp. Venlig hilsen, Ditt navn Dit kundeserviceteam hos Merchant XYZ via Fyndiq	Hej Anna, Tak fordi du gav os besked – det er beklageligt at høre, at det produkt, du har modtaget, er beskadiget, defekt eller forkert. Det er selvfølgelig ikke den oplevelse, vi ønsker, du skal have. For at rette op på det, dækker vi naturligvis returfragten og sender dig en forudbetalt returlabel. Her er, hvad du skal gøre: 1. Du finder returlabelen vedhæftet i denne mail. 2. Pak varen forsvarligt og sæt returlabelen på pakken. 3. Gem venligst kvitteringen med trackingnummer, indtil vi har bekræftet modtagelsen af din retur. Når vi har modtaget varen, vil vi inspicere den og sørge for en tilbagebetaling som aftalt. Bemærk, at dette kan tage op til XX hverdage. Hvis du har spørgsmål i mellemtiden, er du meget velkommen til at kontakte os – vi hjælper dig gerne! Venlig hilsen, Ditt navn Dit kundeserviceteam hos Merchant XYZ via Fyndiq	Hello Anna, Tak for din besked! Vi hjælper dig gerne med dit spørgsmål om jakken XYZ. Ja, den er vandtæt, fremstillet med en åndbar membran, der holder regnen ude, men lader fugt slippe ud. Perfekt til regnvejrsdage eller udendørs eventyr. Hvis du er i tvivl om størrelsen eller har flere spørgsmål, er du altid velkommen til at kontakte os, vi er her for dig Venlig hilsen, Ditt navn Dit kundeserviceteam hos Merchant XYZ via Fyndiq

 Puuttuva paketti	Peruuttaminen	Reklamaatio	Tuotekysymys
<i>Paketti ei ole saapunut ilmoitetun toimitusajan kuluessa.</i>	<i>Asiakas on peruuttanut ostoksensa.</i>	<i>Tuote on rikki tai virheellinen.</i>	<i>Asiakkaalla on kysymys tuotteesta, josta hän on kiinnostunut ostamaan.</i>
Hei Anna, Kiitos, että otit meihin yhteyttä! Ikävä kuulla, että pakettisi ei ole saapunut perille – ymmärrämme todella, kuinka turhauttavaa se voi olla. Olemme jo olleet yhteydessä kuljetusyhtiöön ja odotamme päivitystä. Heti kun saamme lisätietoa, palaamme asiaan ja kerromme seuraavat vaiheet. Jos paketti saapuu sinulle sillä välin tai saat ilmoituksen siitä, otathan meihin yhteyttä. Varmistamme, että saat tarvitsemasi apua. Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimi, Merchant XYZ via Fyndiq 	Hei Anna, Kiitos, että otit meihin yhteyttä! Ei hätää, että olet muuttanut mieltäsi – niin käy joskus! Voit palauttaa tuotteen 30 päivän sisällä vastaanottamisesta, kunhan se on käyttämätön ja alkuperäisessä kunnossa. Peruutustapauksessa vastaat itse palautuskuluista. Maksu vaihtelee välillä 41–177 SEK tuotteen painon mukaan. Toimi näin: - Pakkaa tuote huolellisesti. - Jos et ole ostanut palautustarraasi suoraan Fyndiqilta, valitse seurattava toimitustapa ja lähetä tuote seuraavaan osoitteeseen: [Lisää palautusosoite] Kun olemme vastaanottaneet tuotteen, käsittelemme palautuksesi mahdollisimman pian. Jos sinulla on kysyttävää tai tarvitset apua, ota rohkeasti yhteyttä. Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimi, Merchant XYZ via Fyndiq 	Hei Anna, Kiitos, että otit meihin yhteyttä – ikävä kuulla, että saamasi tuote on vahingoittunut, viallinen tai virheellinen. Se ei tietenkään ole se kokemus, jonka toivomme sinun saavan. Jotta voimme korjata tilanteen, me hoidamme palautuskulut ja lähetämme sinulle valmiiksi maksetun palautustarran. Toimi näin: - Löydät palautustarran liitetiedostona tästä sähköpostista. - Pakkaa tuote huolellisesti ja kiinnitä palautustarra pakettiin. - Säilytä kuitti ja seurantanumero, kunnes olemme vahvistaneet palautuksen. Kun olemme vastaanottaneet tuotteen, tarkistamme sen ja hoidamme palautuksen sovitusi. Huomaathan, että tämä voi kestää jopa XX arkipäivää. Jos sinulla on kysyttävää sillä välin – otathan rohkeasti yhteyttä, autamme mielellämme! Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimi, Merchant XYZ via Fyndiq 	Hei Anna, Kiitos, että otit meihin yhteyttä! Autamme mielellämme kysymyksesi kanssa koskien tuotetta XYZ. Kyllä, katsomasi takki on vedenpitävä. Se on valmistettu hengittävästä kalvosta, joka estää veden pääsyn sisään mutta päästää kehosta tulevan kosteuden ulos. Erinomainen valinta sateisiin päiviin tai ulkoiluseikkailuihin! Jos sinulla on lisää kysymyksiä tai tarvitset apua oikean koon valitsemisessa, otathan meihin yhteyttä – autamme mielellämme. Ystävällisin terveisin, [Nimesi] Asiakaspalvelutiimi, Merchant XYZ via Fyndiq 