Pawsure: top call reasons

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Reader group: Team Pawsure

In a live knowledge base, only signed-in agents on the Pawsure team would see this page. It's public in this demo so you can explore.

Reason	Answer
Change autoship frequency	Update in the CRM; any interval from 2 to 12 weeks. Autoship changes
Wrong food or size delivered	Ship the correct item free; customer keeps or donates the wrong one
Damaged bag or can	Follow the damaged order policy
Pet passed away	Cancel autoship right away, refund any unshipped order, and send the condolence card (it's automatic when you use the PET-LOSS code)
Vet diet questions	Never advise on diet or health. Suggest they ask their veterinarian.
Charged twice	Check for duplicate orders; refund the duplicate

Pawsure customers love their pets. Use the pet's name if they share it.