Pawsure damaged order policy

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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.

1. Ask for a photo of the damage, sent by reply to the order email. For orders under $40, you can skip the photo.
2. Offer a free replacement, shipped by priority, or a refund. The customer chooses.
3. The customer doesn't need to return damaged items. Ask them to dispose of opened food safely.
4. Use wrap-up code DEL-ISS and note the carrier.

If a pet became sick after eating a product, don't give medical advice. Tell the customer to contact their vet, then escalate to your supervisor as a product safety report.