Walmart

Customer Complaint

Scenario: You are working as a cashier at the electronics area in Walmart. A customer, Mr. Johnson, has just approached you with a complaint. He recently purchased a new laptop from your store and is unhappy because it's not functioning as expected.

Walmart ☀ Employee

You are working as a cashier at the Walmart electronics counter.

A customer approaches you and complains about a laptop he purchased.

What you know:

- If he doesn't have a receipt you will have to look up his purchase by his payment card
- If he doesn't have the original packaging you can not process a return/warranty claim
- If he has a receipt, original packaging and is less than 30 days old you it is covered by the manufacturer
- Your department head has told you there have been several returns in electronics lately and you have to be extra careful when you offer a warranty claim
- Electronics fraud costs Walmart enough money that they have thought about discontinuing in-store returns and encouraging customers to use the manufacturer only

What you need to know:

1) Did he purchase this device at your store or a different one
2) What is wrong with the device, has he tried to fix it
3) Does he have the receipt?
4) Does the device have the original packaging

Walkmart Customer

Your background:

1. You purchased the laptop at this store 2 weeks ago
2. You used several Christmas gift cards
3. Your significant other has the receipt because they were driving on the day you purchased
4. You have the original box, styrofoam and all in your other car, all you have today is your laptop
5.
6. You have not damaged the laptop
7. You know that the device is very laggy and sometimes randomly restarts
8. You would be happy with a replacement but you want a refund to purchase a laptop at a real electronics store

Resolution

Each person will turn in responses to the following questions:

1) Did the other person use active listening?
2) Did you show active listening?
3) Where you able to come to a mutual agreement?
4) If you were actually in this situation, what would you do differently?