

Facebook Messenger Bots Template

Return / Refund Policy Template

This example is for a customer asking for a return / refund.

Hi [Name], how can I help you?

-- I need to return an item

-- I'd like a refund

[If they select Return] I'd be more than happy to help you with this. You'll find the instructions for returning merchandise here [LINK].

[If they select Refund] I'd be glad to help you with this. Please take a moment to read our refund policies to verify that you qualify.

-- Yes, I qualify for a refund

-- No. I don't

[If they select Yes] Okay. Please enter the transaction ID number from your receipt and select OK.

-- Ok

Thanks. Your refund request has been escalated to a refund representative. They should be in touch with you shortly.

[If they select No] Would you like further clarification on our refund policies?

-- Yes, please

-- No, thank you

[If they select Yes] Okay. Your request has been escalated to a refund representative. They should be in touch with you shortly.

Thank you for your inquiry. If there is anything else we can help you with, don't hesitate to let us know.

[If they select No] Thank you for your inquiry. If there is anything else we can help you with, don't hesitate to let us know.