

Handling a Replacement/Exchange at a HOME SHOW with a SMILE!

Materials Needed:

Sandwich size Ziploc bags
Replacement/exchange forms*



- Have plenty of R/E bags pre-made for each show and keep in your “Business in a Box”
- When a customer approaches you with a R/E (and they will!), give them a baggie with the form inside and ask them to fill it out completely.
- Determine if it’s been over 60 days. If so, collect \$5 + tax for each piece they are returning.
- They can place their payment in the Ziploc along with the jewelry and R/E form OR add the R/E fee(s) to their sales slip and they can write one check.
- Make sure to notate on the R/E form that payment has been received.
- Always be “Happy to do it!”, *especially* if you were not her original jeweler.
- Put her at ease and be eager to serve her!
- Offer her a discount or Free Shipping on her purchase that evening for her trouble (optional).
- If you use the Hood-House Computer Program and you have completed the R/E form for her, set yourself a 2-week reminder to follow-up with a call to ensure she has received her jewelry and she is happy with it.
- This is an “awesome” opportunity to build relationships with your hostesses and customers. Your prompt actions will “show” how much you care about serving her. Also, this builds loyalty between you.
- While serving her through R/E, you may even book a show!
- Process your R/E’s once a week. Designate a day that works for you.
- Include all R/E’s in one large envelope or box and make sure to insure.
- Remember: “*It’s not about being right. This is your opportunity to be her HERO!*” (quoted by Monica Rosie, Kingwood, TX)



Handling a Replacement/Exchange CALL or EMAIL with a SMILE!

Materials Needed:

- 1.9x12 brown envelopes
- 2.6x9 small padded envelopes
- 3.Labels and/or postage (Stamps.com)
- 4.Coupons
- 5.Extra gold boxes
- 6.Notecards or stationery



- Most of us have hostesses/customers that are “not” around the corner.
 - In this case, when she contacts you by phone or email to let you know she has “broken jewelry”, here’s how to handle it: (be sure to smile, they can hear it in your voice).
1. “Holly Hostess, thank you so much for contacting me! I’m happy to take care of this for you right away. To save time and get your jewelry back to you asap, I’m going to put a padded envelope in the mail to you today! The envelope will already be addressed to Premier’s Replacement/Exchange Dept. and postage will also be included.
 2. All you need to do is drop your jewelry in the gold box that I’ve enclosed (in case you don’t have one), include a check made out to Premier Designs (if over 60 days), seal it and drop it in the mail box.
 3. Be sure to leave the Replacement/Exchange form inside your padded envelope. Premier needs that to successfully process your R/E.
 4. From the day you put the padded envelope in the mail, expect a 2-week turnaround.
 5. The jewelry will be shipped directly to your home from Premier.
- Jot down her information, fill out the R/E form on the computer program. Print 2 copies (1) to include in her envelope, (1) to keep for your records.
 - Inside her envelope, include a personal, hand-written message on a small notecard or attractive stationery.
 - Include a coupon for 15% off her next purchase with you for her trouble.