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## Report details for the Event - 11/12/2023

/12/2023 - Admin Template


11/12/2023

### Section 1

Question	Answer
<i>Date &amp; Time</i>	11/12/2023
<i>First Name</i>	Ian
<i>Last Name</i>	Wright
<i>Contact Email</i>	ianrw12@gmail.com
<i>Item Purchased</i>	Dumonte clothing - breeches
<i>Did you encounter any difficulties in the return/exchange process?</i>	Yes
<i>Were you able to find out information about the return/exchange policies easily?</i>	No
<i>Was the refunder/exchanger knowledgeable about the policies?</i>	Yes
<i>Were you able to return/exchange the item at the time you wanted?</i>	Yes

Question	Answer
<i>Was the item you wanted to exchange in stock?</i>	Yes
<i>Are you happy with the return/exchange process you experienced?</i>	Yes
<i>How long did it take to process your return/exchange? (mins)</i>	5 -10
<i>Were you satisfied with the time it took to process the return/exchange?</i>	Yes
<i>Was our store staff friendly and helpful when you carried out the return/exchange?</i>	Yes
<i>Would you recommend our store to others because of the return/exchange process?</i>	Yes
<i>Do you have any suggestions for how we could improve our return/exchange process?</i>	Customer was generally happy with our returns process

### Interviewer Details

Question	Answer
<i>First name</i>	Joyce
<i>Last name</i>	Black
<i>Email?</i>	joy12345@gmail.com
<i>Please sign</i>	
<i>Date of survey</i>	11/12/2023