**The Customer Is Getting Conflicting Answers**

Dear [First name],

I’m so sorry for the confusion and frustration this has caused. As much as we rely on technology and training to provide customers with consistent, up-to-date information, we deeply regret when breakdowns like this occur.

Here is the section of our return policy that addresses your original question about electronic product returns.

[Screen capture]

You can find our complete return policy here: [link]. Please feel free to reply to this email or call my direct line with any additional questions you might have.

Also, I’ve made our corporate customer experience team aware of this issue so they can address any underlying problems and ensure our customers always have the right information.

Once again, [First name], I apologize for our failure to serve you well. Thanks so much for letting us know. Your feedback is valuable to us.

Sincerely,

[Agent first name]

[Email/direct phone]