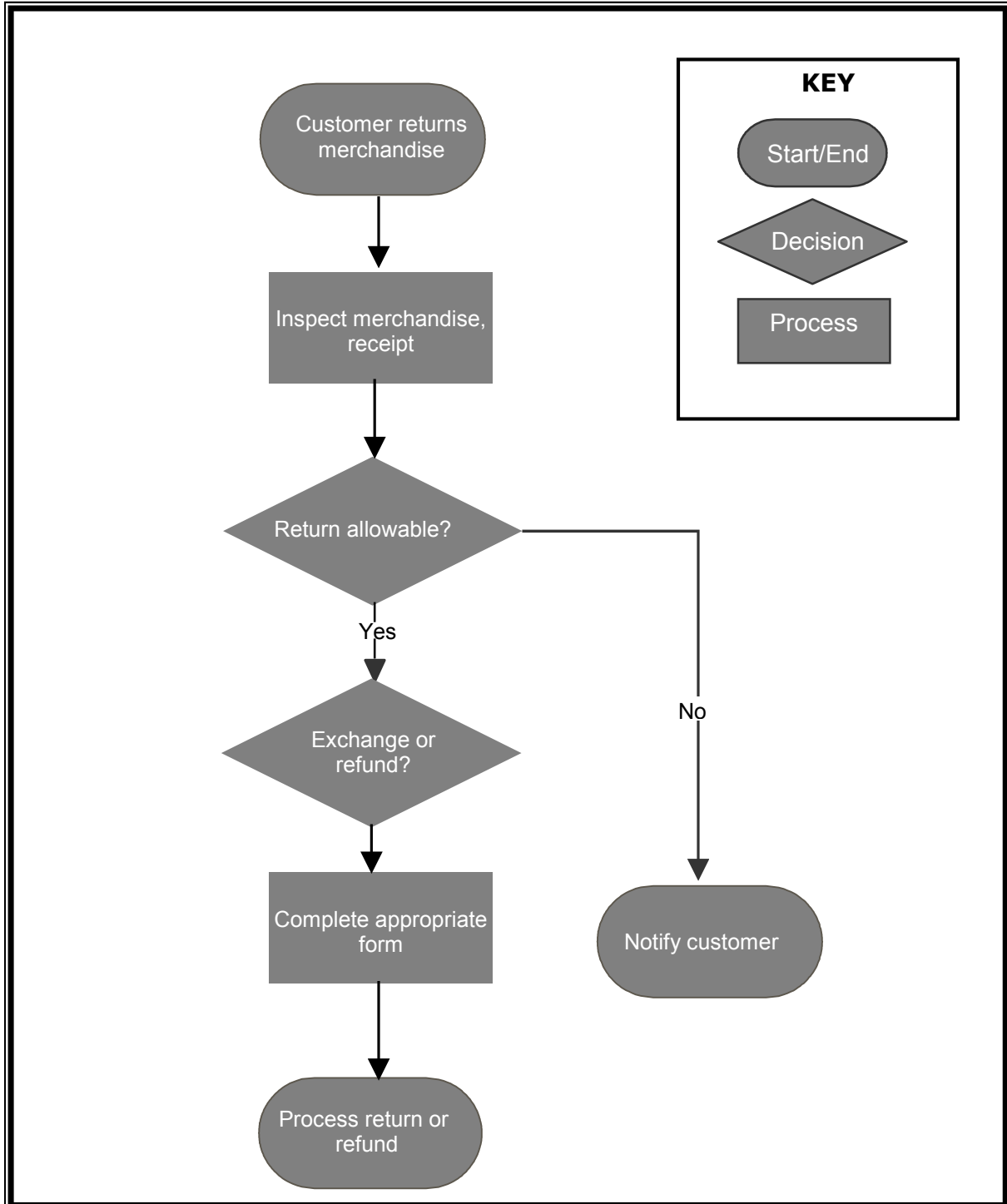


**Process Diagram 8.3**

Process diagrams can be used to show a returns process. Refer to the diagram below to answer the questions that follow.

**Merchandise Return Process**





### Process Diagram 8.3

Look at the diagram to answer the questions below.

1. What is the first activity the customer service salesperson performs?

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2. What should the salesperson do if the return is not allowable?

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3. When does the salesperson need to fill out a form?

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### DISCUSS

4. What information should the salesperson use to help decide whether the merchandise can be returned?
5. Discuss appropriate ways of informing a customer that a return or refund is not allowable.