




 **Justin:** Hi there, my name is Justin. How can I help?


 **Kyle Dornblaser:** I just received my order and the Chicago Cubs Reindeer With Sign Ornament was broken in transit.


 **Justin:** I do apologize for the inconvenience.


 **Justin:** One moment please.


 **Justin:** Is the item sharp?


 **Kyle Dornblaser:** A little bit on the edge where it broke


 **Justin:** Keep the item and I will resend you another.


 **Kyle Dornblaser:** Ok. Will I get a tracking number for the new one?

 **Justin:** Promise Ship Date  
Monday, December 4, 2017

 **Justin:** When the item ship you will be emailed the tracking info.


 **Justin:** Is there anything else I can assist you with today?

 **Kyle Dornblaser:** That is all. Thank you very much.

 **Justin:** It has been my pleasure to assist you today. If you need additional assistance, please don't hesitate to contact us again.

Just to let you know, at the end of this chat, there will be a short survey. You can access the survey by clicking the "Disconnect" button followed by the "Close" button. The survey page will then be displayed. I would appreciate it if you would take a moment to complete it so we can continue to improve the service we provide to you.

I hope you have a great day Good Bye!

 **You** have disconnected.