

Ending Sales Script

<customer name>, your total is \$_____, which includes \$_____ for the product, [(if no download) \$_____ for shipping and handling, and (if COD) \$5 for COD charge] or [(if download) and there will be no charge for shipping because you will download the product at <http://pcdiag.com/download.htm>].

I'd like to remind you that you get a 30-day guarantee that our product performs on the target systems substantially as advertised in our sales presentation, product literature, and manuals. If it does not, we will replace it with one that does, or we will cheerfully refund the purchase price upon receipt of the goods after granting you a return authorization.

Also, you get a 1-year limited parts and labor warranty against hardware manufacturing defects, 90-day warranty against defective floppies, and no specific warranty on software.

Most important, you get our free world-class telephone technical support during our normal business hours of 10AM to 4PM Eastern Standard Time.

If you need to return a product for any reason, you must first write or call our support number and get a Return Material Authorization (RMA) number. Unauthorized returns may be refused by our receiving department, or incur a restocking fee.

COD ONLY: COD buyers agree to accept the shipment or pay a restocking fee of 15% of the invoice total. Do you agree to that? (YES) Good!

You should be receiving your products within ____ days. If I have any reason to suspect a shipping delay, I will call you. Okay? (YES) Great!

<Customer>, we here at PCWIZ thank you for your purchase, and we look forward to working with you in the future. Please call me as soon as you receive the product. I want to be the first to congratulate you on the wise decision you've made. I'll call you in a week to 10 days to see how you're doing. Otherwise if you have any problems, call me right away and I will get you the help you need. Okay? (YES) Good. Thanks again. Goodbye.