

Customer Service

Managing international customer service is one of the most important pieces of maintaining a consistent and positive customer experience. Reach takes care of the most difficult aspects of customer service, and depending upon your chosen level of fraud service, can do a lot of the heavy lifting so that you can focus on your business.

SUPPORT

Any customer service-related questions can be directed to Reach at:

- Toll-Free Phone: 1-855-220-6638
- Email: support@withreach.com
- Helpdesk: <http://support.withreach.com>

SLAS

Most inquiries will be resolved within 24 hours, however some inquiries will require more time to complete a full investigation. When an issue cannot be resolved immediately, Reach strives to provide an initial update within 12 hours. If the resolution is expected to take more than 24 hours, Reach will provide an ETA in our initial reply.

CUSTOMER QUESTIONS

Because shoppers will see Reach on their credit card or eWallet statement, they will sometimes contact Reach with questions related to their purchase at the seller. Depending on the nature of the inquiry, Reach may:

- Handle the inquiry directly
- Contact the seller for more information, or
- Pass responsibility for the inquiry to the seller.

RESPONSIBILITIES

Reach Responsibilities

- Payment/Refund Processing Inquiries - Reach will directly field any inquiries from buyers or sellers that are directly related to the processing of payments or refunds with Reach.
- Payment Fraud Inquiries - Reach will directly field any inquiries from shoppers who are suspicious of a charge on their credit card or eWallet statement. Occasionally such inquiries will require a copy of the invoice for the shopper. Reach will contact the seller for this information when required.

Reach - Seller Shared Responsibilities

- Chargebacks, Claims, Disputes and Requests For Information - Reach will require certain information from the seller in order to respond to a Chargeback, Claim, Dispute or Request For Information. This information may include: Invoice, Proof of Shipment, Proof of Delivery, Signature Confirmation, Refund Policy, and any other relevant details related to the transaction.
 - Please note: If a seller does not submit the proper evidence on time, Reach will be unable to continue with the dispute which may result in seller liability.
- Fraud - In the course of daily transaction flow, Reach's fraud team may uncover fraudulent or potentially fraudulent transactions. When seller action is required, Reach will alert the seller through our Helpdesk. Required Seller action may include: cancelling a buyer's order, providing information regarding the buyer's history with the Seller (i.e. is this a known buyer?), or providing other additional details that may aid in our investigation.
 - Please note: Sellers must also inform Reach whenever payment fraud or potential payment fraud is uncovered at the seller level.

SELLER RESPONSIBILITIES

- Non-Payment-Related Buyer Inquiries - As 'Reach' will show in the descriptor line of a shopper's credit card or eWallet statement, the shopper may contact Reach with inquiries that are better suited for a response from the seller. These inquiries may touch on: product details, shipping information, missing product, defective product, complaints, or general inquiries regarding the seller. When these types of inquiries are received, Reach will create a Helpdesk ticket and forward the details of the inquiry to the Seller. Reach will also respond to the Buyer that their inquiry has been forwarded to the Seller, and that the Seller will respond to them as quickly as possible.
 - In order to ensure that no buyer inquiry is missed or lost, tickets created from "Non-Payment Related Buyer Inquiries" will remain open in our Helpdesk until we receive a reply from the Seller advising us that the inquiry has been resolved, or until 2 inquiries and 5 days have passed with no answer from the seller.