

Out of stock web order

Purpose To provide customers who purchase out of stock product a positive experience.

Guidelines Out of stock product is defined as a product that is not available within 3-5 business days.

Process

Step	Action
1	Apologize to the customer for the inconvenience.
2	Exhaust all resources to verify if product is available within 3-5 business days.
3	If product purchased is not available, offer an equivalent or better product that meets the customer's needs and match the price within \$50 per tire of the original price. *NOTE* If there is not a substitute within \$50 per tire, see your manager or assistant manager for assistance.
4	Once the customer has been taken care of, please email Brandon.Hurley@discounttire.com with the article of the original product and the article of the product that you switched to.

Contact Please see your assistant manager if you have any questions.