

The Post-Purchase Phone Script Template

Hi, may I speak to <Customer's Name>, please?

<Customer's Name>, my name is <Your Name> and I am calling regarding <Your Product Name> that you just purchased online at www.<Your URL>.com ...

I'm calling you today for 3 reasons...

FIRST, I wanted to make sure it was you ... or perhaps someone in your office or household who purchased <Your Product Name> from www.<Your URL>.com ... is that accurate?

Great...

SECONDLY, I wanted to call your attention to the surprise gift waiting for you inside the shipping box when it arrives...

... <At this point in the call, the surprise gift is described> ...

So that's why I really want you to break open the shipping box as soon as it's delivered to you ... sound fair enough?

Great ...

FINALLY, the ultimate reason why I'm connecting with you today is to demonstrate how much we care about you and that there's always a human being behind each of your purchases...

Should you have any questions or comments or even a product endorsement in the future, you can always re-connect with us at: support@<Your URL>.com

Many thanks <Customer's Name> and I hope our paths cross often...