

“Building trust with end users is a key priority for us in managing relationships and protecting brands...”

Every contact with a consumer is an opportunity to build relationships, create follow-on sales, and protect a brand. As such, we offer pre-sales automated email responses, service level guarantees, troubleshooting, returns management, phone support, and multilingual email support.

## ADVANTAGES

A great consumer experience is the key to our Clients new e-channel success. Our process ensures that the consumer is kept informed at every stage

- **Instant Email Support** - automated notification and FAQ replies to product or transaction related questions (pre-sales and post-sales)
  - **Feedback Management** - processes in place to proactively encourage positive feedback for satisfactory experiences
  - **Returns Guarantees** - we manage a return and replacement programme to provide end users comfort with their online purchase
  - **Payment Processing** - management of financial transactions for varying payment types. PayPal, Credit card payments and bank transfers
- We maintain the highest levels of security and privacy to protect customer data
- **Proof** - We continually enjoy excellent “customer experience” feedback ratings from consumers made through our European e-marketplaces



## Luzern Fast Facts:

- Contracts and partnerships with leading brand manufacturers
- Proven financial asset recovery model
- European sales and logistics capability
- In-house processing capability
- Multi-currency and multilingual capability
- >1m online visitors per month and growing
- Access to millions of potential consumers
- Financially strong

## CONTACT US

For more information on how Luzern Solutions can provide financial value-add to your company contact us on:

**Telephone:** (+353) (1) 811 9080 **Email:** sales@luzernsolutions.com

Luzern Solutions Limited | Blanchardstown Business & Technology Park | Snugborough Road Blanchardstown | Dublin 15 | Ireland

[www.luzernsolutions.com](http://www.luzernsolutions.com)