



SHOPWORN

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CUSTOMER SERVICE

While every company says their customers are the most important part of their business, ShopWorn lives this philosophy every day through their impeccable customer interactions. A quick glance at ShopWorn's Trustpilot reviews makes this self-evident.

ShopWorn provides a trustworthy platform where customers can be assured what they're buying is not only authentic but has never been pre-owned and is immediately available to ship from the New Jersey headquarters. And because ShopWorn takes photos of every item on the site, customers know their purchase will look exactly like the online picture when it arrives.

ShopWorn customers are treated with a white glove service that emulates online the in-store luxury experience. If a customer has questions about a product, they can call the company and immediately speak to a knowledgeable team member happy to discuss the product in detail -- or anything else the customer has in mind. ShopWorn has loyal customers who call just to share the joy an earlier purchase has brought to themselves or a loved one.

When a purchase is made, the product goes out immediately with free shipping. Customers have 14 days to decide on their new purchase, and if not, can return the unused, unworn items with their original packaging within this period for a full refund. And at any time within two years of a watch purchase, if something unexpected happens, ShopWorn's in-house warranty matches detail for detail the manufacturer warranty. ShopWorn will have the watch serviced by a manufacturer authorized service center.

Along with the engaged customer service team, ShopWorn CEO, Larry Birnbaum, is known to contact customers directly if they're unhappy with a purchase. And even if a customer is happy, Birnbaum will call anyway to thank them for giving an excellent rating on Trustpilot.

This is what customer service means to Shopworn.

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