Farm Online Customer Service Template

A farm online customer service template with reply wording for common questions. It helps staff answer about orders, delays, damaged goods, and returns in a clear, polite, and consistent way.

Farm / unit: _____ Date: _____ By: _____

Greeting and thank-you line

Order status reply

Shipping delay reply

Damaged item reply

Missing item reply

Refund or replacement reply

Product question reply

Closing line and contact info

Escalation steps for hard cases

TIP Personalize each reply with the customer's name and order detail so the message does not read like a form.