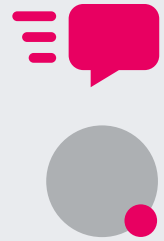


10 FREE Customer Responses to Use on Social Media

As a retailer, you'll likely come across the same kinds of questions over and over again. To streamline your customer service, use our free response templates below. Just adjust each response to fit your business!



Hours of operation

You're bound to get a question about which days and times you're open. Keep a reply handy to avoid typing it every time.



"Thank you for reaching out to us! Our store is open from Monday through Saturday from 8 am to 6 pm. See you soon!"

Holiday hours

If your hours change for the holidays, make sure you have a response ready.



"Our store will be closed on Christmas Eve and Christmas Day. We'll be open on December 26 from 8 am to 6 pm. May I help you find something you're shopping for?"

Linking to further information

When customers ask for specific information that's on your website, point them in that direction by replying with the link.



"Hi @name, so glad to hear you're interested! You can find all the details here: [link]."



Promotion or event info

If you're running a promotion or sale, keep all the FAQs about it in one reply.



"Hi, thanks for reaching out! Our holiday sale begins Monday, November 30 at 8 am. The first 50 people in our store get a FREE tote bag! You can learn more about it here: [link]."

Negative feedback

Negative feedback should be dealt with privately. Move it to your DMs as soon as you can.



"Hi @name, thank you for bringing this to our attention. We would like to see what we can do to make things right. Would you send us a private message, please?"

Positive feedback

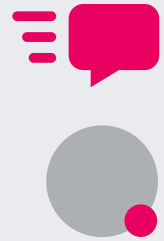
Positive feedback is worth a response, too! Don't forget to have a reply for these along with negative messages.



"Hi @name! We're so happy to hear you were satisfied with your purchase/service! If you'd like, feel free to leave a review on [Google/Yelp/Other]. Thank you for your business!"

10 FREE Customer Responses to Use on Social Media

Whenever you use any of these responses, personalize them for each customer. If you don't, they may suspect you're using a canned response. Let each response show your business's unique personality and great customer service.



Product inquiries

If your customers ask whether an item is in stock, you might go above-and-beyond and put it on hold for them (if your store offers holds).



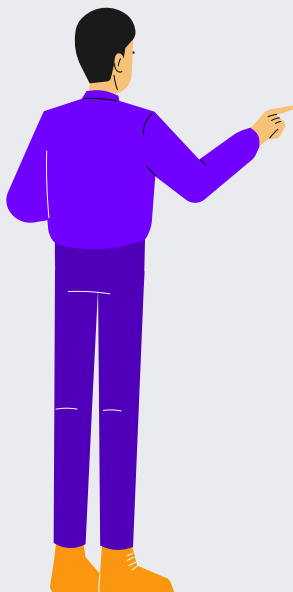
"Hey @name, it looks like we do have that item in-store. If you'd like us to hold for you, DM me and I'll take care of you!"

Out of stock item

Got a customer asking for an out of stock item? Here's a good response to use.



"@Name, it looks like this item is temporarily out of stock! I'll reach out to our team and see if we have more coming in and when."



Discontinued item

What if an item is no longer being sold? Apologize, and suggest something else they may like.



"@Name, this item has been discontinued. Sorry about that! I think you might like [NEW PRODUCT] instead, though!"

Technology isn't working

Even if you're primarily a brick-and-mortar retailer, be ready to help customers who have trouble with your website.



"I'm sorry you're having trouble, @name! Would you share the URL of the page that isn't working? Have you tried clearing your cookies and cache?"

