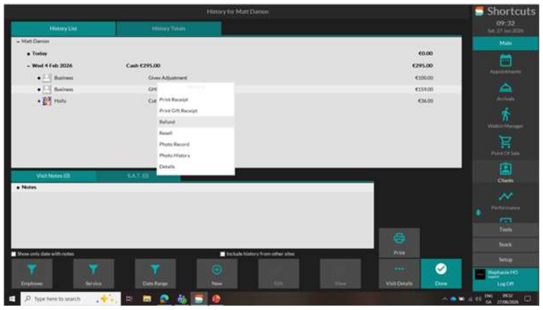
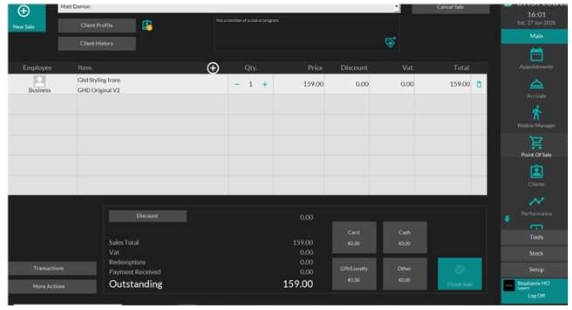
CHEAT SHEET FOR EXCHANGES

A Like for Like Exchange ie faulty GHD

If an item is coming back faulty and the client is getting the same item back – it must be done in 2 separate transactions

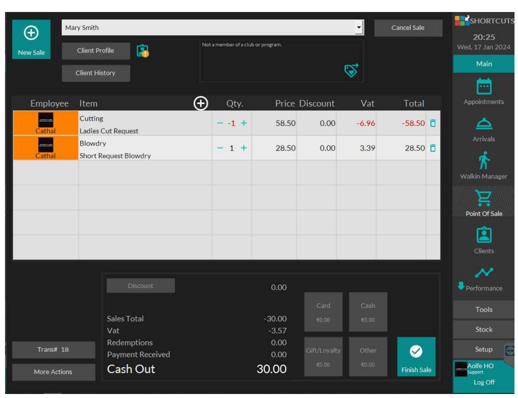




1. **Refund the item from the clients history if bought in your salon. If bought in a different salon – scan the item under the clients name and change the quantity to –1 (at the price paid ie reduce the price if bought on Black Friday)**
2. **Finish sale and refund to cash - choose defective and manufacturer for the refund reason**
3. **Bring the client to POS a second time and scan the GHD the client is taking- Cash it off at the same price as the -1**
4. **Go into the clients history to scan the new barcode**
5. **Check the +1 and –1 were done at the same price so the cash will not be affected**

Price Difference Exchange – Money owed to the client

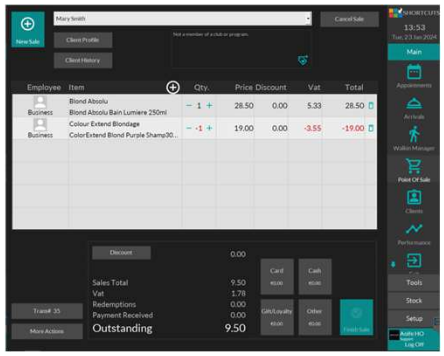
If a client is overcharged ie: charged for a cut but they had a blowdry, they are due a refund to cash or the original method of payment



1. **Go into the client's history - select the incorrect service ie: Cut - right click it and select refund.**
2. **This will bring the client to the Point of Sale with the incorrect service at -1**
3. **Bring up the correct service on a service line underneath ie Blowdry**
4. **Press finish sale and select the refund payment method ie cash or card**
5. **Select incorrect item and return to stock as a refund reason**

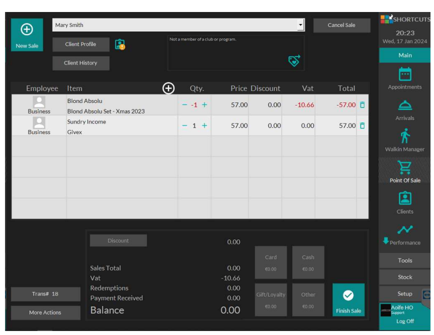
Price Difference Exchange – Client owes additional payment

If a client is returning a product and taking a different product that is more expensive, the client will have to pay the difference.



1. **Scan both products into the point of sale and change the returning product to minus 1.**
2. **The outstanding price difference will be displayed at the bottom of the screen.**
3. **Select the relevant payment type which the client is using to pay.**
4. **Finish the sale.**
5. **Select the reason for the exchange and the action for the product.**

Exchange onto a Gift Card



Make sure you always do a gift card exchange under a client's name.

1. **Scan the product under the clients name that is being returned (or refund from history)**
2. **Select a gift card in the blank service line below the product being returned.**
3. **Change the price of the gift card to the amount of the product being returned.**
4. **Change the quantity of the product being returned to a minus 1.**
5. **Finish the sale and scan the gift card to activate it.**
6. **Then select the reason for the exchange and the action for the product.**