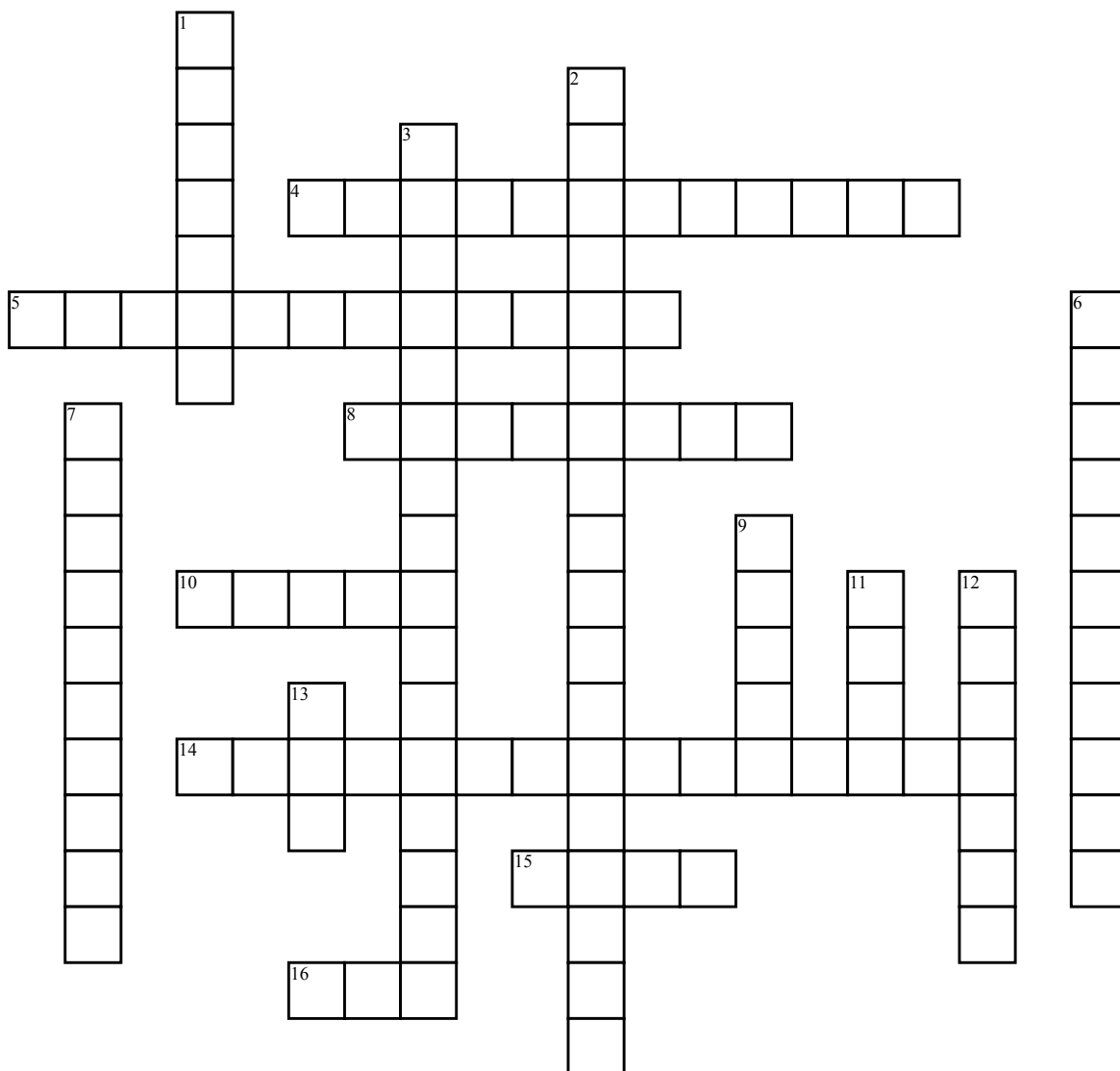


# PUMA



## Across

**4.** Get off \$10 your next purchase

**5.** Customer has not received their order after 11 business days.

**8.** Customer called in because they received their order missing an item.

**10.** Where is my order?

**14.** The CS will need to return the item and place a new order.

**15.** Forever fast

**16.** Lost in transit

## Down

**1.** Order can be canceled in this state.

**2.** Customer wants to know when they will receive their order.

**3.** Used to ship items internationally.

**6.** Slip used to return items.

**7.** Free shipping

**9.** Discount price

**11.** Request for refund

**12.** Customer calls in because they received the incorrect item.

**13.** Reship at no cost to the customer