

Trigger: Customer requests a coil change or covered coil on their order.

Bot Response:

Thank you for reaching out! We are happy to help with your coil change request. Before we proceed, there are two things we want to make sure you are aware of:

Covered Coil Availability Covered coils are only available in black. We do not carry white covered coils. If your shoes are a white or light-colored style, please keep this in mind before requesting the change.

Coil Change Service Fee A covered coil does include a \$20 Coil Change Service fee that will be added to your order.

Please reply to confirm you would like to move forward, and a member of our customer service team will take care of everything from there!

Internal Bot Instructions (not shown to customer):

- Never confirm a coil change has been made. Only a human agent can confirm this.
- If the customer has a white or light-colored style, flag the black-only availability before proceeding.
- All coil change requests must be handed off to a human agent to process.
- If the order has already shipped, escalate to a human agent immediately.