

## Sympathetic gesture for a grieving customer



Zaz Lamarr needed to return some shoes to Zappos but her mother just passed away and was still coping from the loss that she didn't have the time to do it. When Zappos emailed her to ask about the status of the shoes, she replied about what happened. Zappos took care of the shipping and had the courier pick up the shoes for her at no extra cost.

Zappos didn't stop their customer care there.  
Zaz writes,

*"Yesterday, when I came home from town, a florist delivery man was just leaving. It was a beautiful arrangement in a basket with white lilies and roses and carnations. Big and lush and fragrant. I opened the card, and it was from Zappos. I burst into tears. I'm a sucker for kindness, and if that isn't one of the nicest things I've ever had happen to me, I don't know what is." Now, that is what you call "going the extra mile."*

Stories summarized by Infinit-0

# Good Customer Service Stories

**DP Hallahan**



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