Mariana: Hi there, how's your day going?
Joanie Demer: good. how about you?
Mariana: Good as well, thanks for asking. How can I help you today?
Joanie Demer: i have a small tear in the seam of my tights--about 3 years old. wondering if your alterations departments do fixes for holes or just hemming?
Mariana: Oh no! That's not good. You can definitely reach out to a store and see if they'd be able to fix the item, however, since it's a hole, I don't believe they'd be able to do so.
Mariana: Can you tell me a little bit more about your experience with the item?
Joanie Demer: the tights are fine. they've got a lot of wear. i was just reading online on different unofficial Lulu blogs today and saw someone had received alterations for a damaged item and i wondered if that fix was a store policy or an exception. https://asortofyogi.files.wordpress.com/2015/03/img_0403.jpg?w=656
Joanie Demer: that's just a link to an image from the online article
Mariana: You can definitely go to a store and see if they are able to help you with that. Repairs are only possible in stores, so that's why I'm referring to them!
Joanie Demer: i'm curious about the relationship between stores and online--i've tried to keep track of whether pricing is the same. Can you share anything with me on that front? Are online prices the same as in store?
Mariana: That's a good question!
Mariana: The thing is that our stores are entrepreneurial, so they don't necessarily follow the online prices or items.
Mariana: However, if you purchase something in store and see it with a discount online, you can reach out to us for a price adjustment.
Mariana: And vice-versa.
Joanie Demer: oh, how cool!
Joanie Demer: i get how that would work if i buy in store. are you saying that if i buy online at $89 and see the same item in-store for $79, the store will be able to process a price adjustment by looking up the purchase in my account?
Mariana: I'm not sure about the store because just like I said, they are entrepreneurial, so they do their own thing.
Mariana: But you could definitely reach out to us with a picture proving that the store has the item on sale, and we could do a price adjustment.
Joanie Demer: oh, i got it now
Joanie Demer: i'm learning a lot. okay, last question i promise. I read about friends and family events this morning, but it looks like maybe they're not a thing anymore. can you confirm?
Joanie Demer: when i say "friends and family event" i mean a once or twice a year sale
Mariana: Not a problem! I'm here to help!
Mariana: We definitely do have a few sales events, usually during holidays like Mother's Day, Christmas etc.
Mariana: If you have an online account with us, you'll receive an email with all this once it happens!
Joanie Demer: are any of those sales percent-off savings store-wide or on select items? Or is it more like Black Friday where you just "Grow" the sale rack? does that make sense?
Mariana: I'm not sure about your questions. It's usually a 20%/25% promo code.
Mariana: Does that answer your question?
Joanie Demer: yeah. thanks. now just tell me when and where the 2018 warehouse sale will happen and i'll let you go.
Joanie Demer: just kidding hahahahaha
Mariana: Ha! I sweat that I'd answer that if I had this information!
Joanie Demer: thanks for your help today
Joanie Demer: have a good weekend
Mariana: No worries! You as well!
You have disconnected.