



## **Christmas is over - time to have fun making your returns.**

Darrell Fusaro (January 05, 2012)



This simple practice transforms the burden of returning gifts into a wonderful adventure where you get to participate as an undercover agent of good will.

Yes the day after Christmas is the busiest day of the year for returns and exchanges. Just imagining the lines at customer service is agonizing. However, if you've received a gift that isn't 100% and it needs to be returned or exchanged there is a way to make it fun. It's simple; add a positive note for the next customer who buys the item you're exchanging. For instance; if it's an article of clothing, stick the note in a pocket, a book - slip the note between the pages. If it's an appliance slide your message in the box through the narrow slit where the box is sealed. If you've opened the box, then before you reseal it place the note in the instruction manual or right on top of the item. Now if it is an item that is defective and needs to be replaced add a positive note complimenting the employee who will receive it back at the factory. If some of your friends have items to return as well become partners in crime. If you've got kids, get them involved. They'll love doing this with you. It's always more fun when you have an army of co-conspirators.

This simple practice transforms the burden of returning gifts into a wonderful adventure where you get to participate as an undercover agent of good will. Long after you've made your returns you'll find yourself reflecting back on your mission and smiling as you wonder how your unexpected surprise was received.

Here's how to get started.



All you'll need are the following:

A pen, marker, crayon, or pencil &  
3 x 5 cards or small sheets of paper.

Next write your anonymous compliment.

Personally I like to keep them simple, like these;

"You look great when you smile."

"Your dream is worth it."

"Someone is thinking about how special you are."

"You look really good today."

"You have plenty of talent, skill and ability to do whatever it is you desire."

That's it! Now you've got all you need to start on the adventure of many happy returns.

"Christmas is love in action.

Every time we love, every time we give, it's Christmas."

- Dale Evans

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