

Fit Check & Troubleshooting



Fit Check

- A Fit Check is another component of offering VIP Customer Service and ensuring that you have happy and repeat customers.
- Set the intention at the time of purchase letting your customer know you will be following up to make sure she is happy with her order.
 - "I'll be reaching out to you this time next week to do a fit check."



Fit Check

- Once her order arrives, make sure she know how to put on the cami and adjust it properly.
- Make sure she knows to avoid getting deodorant, other stains and strong scents on her cami/demiette when she tries it on, in case she needs to exchange it.

4 steps to a fabulous fit



1 step

into it

Our camis adapt to every body and every size for a perfect fit.



3 adjust

breasts & straps

Lift your breasts into the cups. If it feels too small, stretch the fabric a bit.

lift

your cami up

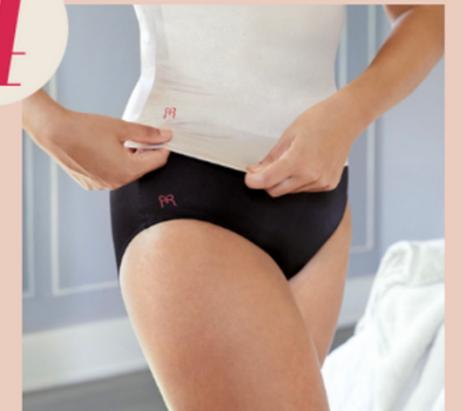
In front and in back. The back of the cami should sit up under arms at mid shoulder blade, and the fabric should be smooth. If you don't feel supported, it is probably too low.



smooth

the silicone hem

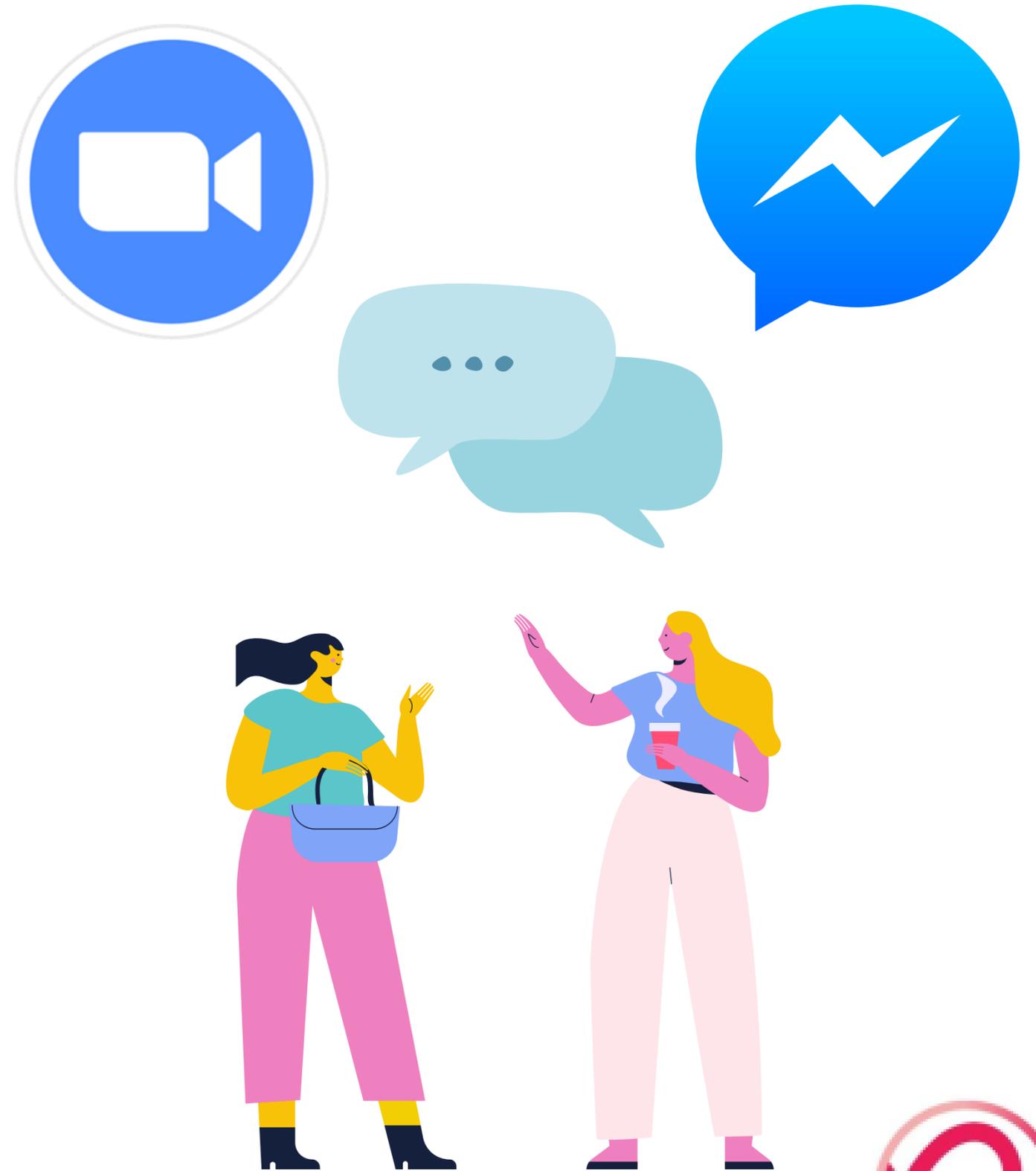
Over bare skin or a pair of our shaping bottoms.



Fit Check

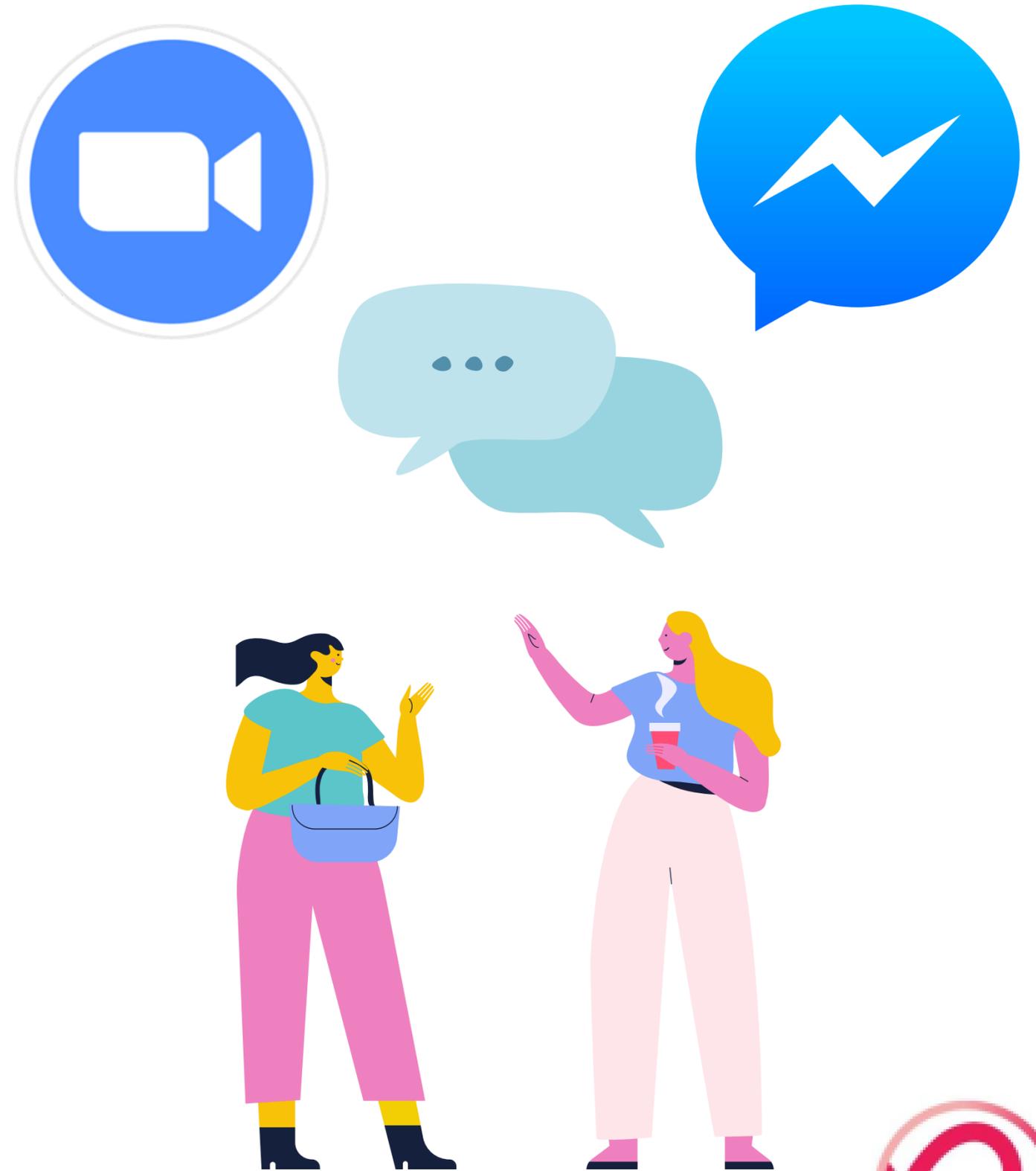
Set up a time and method to connect to do the Fit Check based on her schedule and level of comfort with connecting.

- In person
- Via text message or messenger with photos
- FaceTime, Zoom for another form of video conferencing.



Fit Check

- During the Fit Check be sure to set expectations on the fit and feel of putting on a cami for the first time.
 - It will likely be snug at first and will need time to mold to her body to give her that custom fit we are known for.
 - There are cues you can look for to determine if she is in the right size or perhaps needs to size up or down.



TOO SMALL?

- ✓ Uncomfortably tight
- ✓ Sits low under arm too tight to lift cami up
- ✓ Bust is spilling out over at the edges
- ✓ Fabric is stretched out smooth out and will not stay put
- ✓ Side seam is not straight



TOO BIG?

- ✓ Not enough support, bust is sagging
- ✓ Sitting too low at the underarm
- ✓ Too much fabric, bunching, will not stay put because it's loose



HOW TO KNOW IT'S THE RIGHT SIZE

- ✓ She feels supported
- ✓ She is not "spilling over" at the edges
- ✓ Sitting correctly under arms
- ✓ Her back is smooth



RUBY



Troubleshooting

- **Boob Spillage** - Check that the cami is up high in the back and the straps are adjusted. Still spilling, size up.
- **Not enough support?** Make sure straps are adjusted properly, and also try crossing the straps in the back.
- **Too small or too big** - double check her measurements, make sure they are recent and then determine if sizing up or down or trying a different style would be appropriate.
- If her cami/demiette does not fit properly, too big or too small, or perhaps she doesn't like the style, **have her remove her cami and make sure that she does not continue to wear it, have her keep it in the original packaging so that she can initiate the return process.**
- See the Returns & Exchanges activity for more info on the return and exchange process.



Remember...

90% of customers reorder &
recommend to friends.

A happy customer is your key to a
successful business.

Wow- You did it!
You've completed all of the Fit training.
Congrats!

