Answer a question before purchase

Support knows the answer but the next shopper cannot find it before ordering.

Fictional example

Clair · The refill alone suits a customer who already owns the matching bottle. For a first purchase, offer the bottle.

Try all three situations. The page and written answer must apply the same rule.

G150	The G450 refill fits your bottle.
First purchase	Choose G150. The refill comes without a bottle.

€1,260 · full scope, no VAT

One question, one range, one language and up to three cases. Shop block and messaging replies. Your team places and distributes them.

In the stated scope, the brand controls sending, distribution or import. No third-party charge in this example. €630 after signing and €630 within 14 days of full handover.

The smallest useful scope

The approved answer is already available before purchase and in messaging. Keep this in-house · €0 to CP360.

To agree the date

Incoming question, approved instructions and reference, and pre-purchase placement. The brand confirms compatibility. CP360 produces from the approved rule and checks the page against the three replies. Jérémie confirms date and budget in writing before signature.

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