

How To Request Replacement For Bad Leads

When you order Real-Time leads from us...we promise that you'll "Never Pay For A Bad Lead Again!"

So...how does that work?

First, you should probably understand exactly *what* a "bad" lead is!

Any one of the following scenarios constitutes a "bad" lead.

1. You call a Real-Time lead...and the phone number is disconnected.
2. You try to call a Real-Time lead...but it's obviously a fake phone number. (111-555-1212)
3. You call a Real-Time lead...and you get a fax machine.
4. You call a Real-Time lead...and the prospect is a minor. (Not yet legal age in their state.)
5. You call a Real-Time lead...and the prospect denies ever filling out a form.
6. You call a Real-Time lead...and they do not speak English.
7. You call a Real-Time lead...and someone answers the phone...but says that you must have the wrong number because the person you're looking for does not live there.

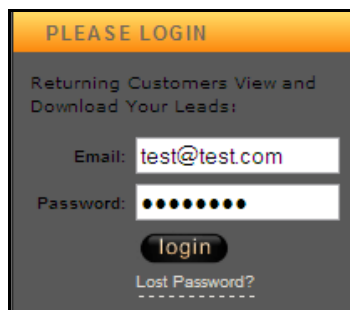
If you purchase Real-Time Tour leads from our store (also known as Redirect Leads), one more scenario applies.

8. You receive a lead...and that lead shows up as a "No Login" in the Contact Manager of your system. When you order—and pay for—a Tour (or Redirect) lead...that lead should show at least 1 login...since that's the whole idea behind a Tour (or Redirect) lead. :-)

<input type="checkbox"/>	Name / Email	Local Time	Signup Date	Last Login / Total Logins
<input type="checkbox"/>	Jack @yahoo.com (A) () 873-	12:17 PM	08-07-08 2:05 PM	No Logins

OK...now that we've established exactly what a "bad" lead is...here's how to request replacement for a "bad" lead!

One way is to log into your leadstore backoffice by going to the leadstore home page and entering your e-mail address and password.



PLEASE LOGIN

Returning Customers View and Download Your Leads:

Email: test@test.com

Password: ●●●●●●

login

Lost Password?

Click the "login" button...and the next thing you'll see will be your Control Panel.

Control Panel

Welcome | 8/8/2008

[Purchase More Leads](#) [Logout](#) [Contact Support](#)

System Messages & Updates

PAYPAL PAYMENTS: Paying by paypal is generally very fast just like paying by credit card however there are two important things to keep in mind. If paying by paypal you cannot order on autoship AND if you do not have the funds in your paypal account and your PP account is connected to your bank account rather than a credit card paypal can take up to 7 days to process your order BY ECHECK. **Important:** If you are paying via Credit Card, the address on your account **MUST** match the billing address on your Credit Card statement. Please [click here](#) to verify and/or update the address on your account before placing your next order.

View & Download Your Leads

Select this option to:

- View & download your leads
- Request a replacement for a "bad" lead

[Click Here >>>](#)

Rate Your Leads

Select this option to:

- Rate as many leads as you would like at one time
- Alert us to both good and bad sources
- Help us continually regulate lead quality

[Click Here >>>](#)

Return a "Bad" Lead for Replacement

Select this option to:

- Submit chargeback requests
- View status of chargeback requests

[Click Here >>>](#)

Auto Ship Manager

Select this option to:

- Pause or cancel autoship orders
- Update your billing information

[Click Here >>>](#)

Click on the "Return a "Bad" Lead for Replacement" section and follow the instructions.

An easier (and quicker) option...is to use the built-in link in your online business-building system's Contact Manager.

When you're calling a prospect, you'll normally have the Contact Details page open for that prospect.

Oliver [Save & Previous](#) [Save & Next](#)

[RATE THIS LEAD](#)

[Save & Go Back](#) [Delete Contact](#) [Add a Task](#) [Schedule a Call](#) [Phone Scripts](#) [Send E-Mail](#) [Send Postcard](#) [View History](#)

Notes

[Insert timestamp](#)

[Save Changes](#)

General Contact Information

First Name:

Last Name:

E-mail:

Primary Phone: [Reverse Lookup](#)

Alt. Phone: [Reverse Lookup](#)

Address 1:

Address 2:

City:

State:

General System Information

Start Date: 08-07-08 @ 1:56 PM

Promo Code: Real Time

Contact Interest Information

Rate this Contact:

Hot Prospect Points: 0

Last Login: No Logins

Total Logins: 0

No Marketing Site Pages Viewed

No Campaign Statistics

Manage this Contact

Note: Changing the *Contact Category* will automatically save all changes and refresh the page.

Contact Category

You cannot change the category of these leads.

[Save Changes](#)

Rate/Return this Contact

Leads invites you to: [Rate this Contact](#)

Click here to: [Return this Contact](#)

Just click on the "Return this Contact" link in the "Rate/Return this Contact" pod.

A new window will open up...

Request a Replacement for this Lead:
If your lead meets the "bad lead" requirements set out for this particular lead type, you may be eligible for a replacement. We verify each and every chargeback we receive, so please allow 3 - 5 working days after submitting this form. You will be notified by email if your chargeback request was accepted.

Why are you requesting a replacement?

Disconnected number

Submit For Replacement

Just enter a short description of why you're requesting a replacement for this specific lead.

- Disconnected number.
- Wrong number. (Someone answered the phone...but the person you were looking for does not live there.)
- Doesn't speak English.
- Fax machine.
- Obvious fake number.
- Prospect is a minor.
- Denies filling out form.
- No logins. (This applies only if the lead is a Real-Time Tour (Redirect) lead!)

That's all there is to it!

Within 3-5 business days, someone here at the leadstore will call the lead you've submitted for replacement to verify that it is indeed a "bad" lead. If it meets the qualifications for a "bad" lead, you'll get a replacement!

Either way, you'll get an e-mail notifying you that your request was either granted or denied.

IMPORTANT NOTE: Even if your request for replacement is approved, you still get to keep the "bad" lead!

They may respond to an e-mail...and get back to you with a good phone number to reach them at. If that happens, just consider it a bonus!

(One of our clients recently had a "bad" lead which was replaced. This "bad" lead eventually responded to an e-mail...gave the client a different phone number...began having a conversation with our client...and joined their opportunity! Will this happen all the time? NO! But it does happen once in a while...so don't throw away the "bad" leads you get replacements for!)

ONE MORE THING...IT'S IMPORTANT! All requests for replacement leads must be submitted within 5 days after you first receive the lead. Any request for replacements submitted after 5 days will automatically be denied. No exceptions.