

推心置腹的谈话是对心灵的展示，在亚马逊平台上好的沟通可以减少与买家之间一些不必要展示更多的产品，提高销量，打造口碑！亚马逊各类沟通邮件的英文模板，希望给大家带来

注：以下模板可根据自身详情对描述内容进行修改

万能回复模板

1、未付款订单的催款模板。

Dear xxx,

We have got your order of XXXXXX. But it seemsthat the order is still unpaid. If best wishes

译：亲爱的XXX

我们已收到你的订单xxxxxx。但似乎仍然尚未支付。如果有什么关于价格，大小等问题可以帮

2、客户因订购的商品大小不合适导致退货

Dear XXX,

Thank you so much for your great support on us. So sorry for the inconvenience th
Just suggestion, if you insist on returning it back, we will go to the further st
Waiting for your reply.

best wishes

译文：亲爱的顾客，非常感谢您对我们的大力支持！很抱歉，因为XXX，给您带来不便。这件
我们等待您的回信。

3、卖家发货到达时间通知

Dear XXX,

Thank you so much for your great support on us.

Usually it takes about 7-12 days for the item to reach you.

Any question, feel free to contact us and we will reach you at the soonest.

best wishes

译文：亲爱的顾客，非常感谢您对我们的大力支持！一般情况下，7-12天内您便会收到货物。

4、卖家发货后，要求客户写反馈

Dear XXX,

Thank you very much for your order!

We have shipped the goods and it will arrive at your side soon. Hope you likeit!

Have a nice day!

best wishes

译文：亲爱的顾客，非常感谢您的订单！货物已发出，您将会很快收到。希望您会喜欢！我

5、卖家发错地址

Dear XXX,

Thank you so much for your great support on us. What a big mistake we made ! Sorr
Waiting for your reply and hope your kind understanding.

best wishes

译文：亲爱的顾客，非常感谢您对我们的大力支持！我们犯了很大的失误。很抱歉，不知您

6、货物断货，推荐类似产品。

Dear xxx,

We are very sorry that item you ordered is out of stock at the moment. I would lik

译文：我们很抱歉，你订购的商品现在不在库存中了。我想建议类似风格的一些其他项目。和

7、货物已经处于签收状态，提醒买家进行确认收货并且给予好评。

Dear xxx,

The tracking information shows that you have received your order!Please makesure

If you are satisfied with your purchase and our service, we will greatly appreciate it. If you have any questions or problems, please contact us directly for assistance. Thanks!

译文：亲爱的XXX，

跟踪信息显示您已收到您的订单！请确保您的物品完好无损的到达并确认满意的交货。

如果您对您的购买感到满意，我们的服务，我们将不胜感激如果你给我们一个五星级的反馈。如果您有任何疑问或问题，请直接联系我们提供协助，而不是提交退款请求。我们的目标是

8、亚马逊的商品被跟卖，发警告信的邮件模板

Hello

We have noticed that you are not authorized to sell this XXX and you have listed it. Please send the confirmation to us after you remove the product as issued from your account. If you do not comply with these demands, we will have no notice but to claim with Amazon. Please handle and reply us as soon as possible, otherwise we will file complaints for you.
译文：你好，我们注意到，你没有被授权出售这个产品，你已经列出了这个特定的项目，是。请发送确认给我们后，请您删除你类目中的该产品。如果你不符合这些要求，我们便没有该。请尽快处理并尽快回复我们，否则我们会投诉给亚马逊。

9、客户询问货物的tracking number或者有没有发货，给客户的回信邮件模板

Dear Customer,

Thank you for contacting us regarding your inquiry.

Orders are shipped within two days after they are placed. Usually, we are able to ship your order within 24 hours. Your patience and understanding are greatly appreciated. If you have any other questions, please let us know. We wish you the best wishes.

10、买家以不想要为由要求退货，卖家接受退款请求，给买家回信的邮件模板

Dear —

Thank you for contacting us regarding your inquiry.

Your return request has been approved. You will be receiving a return shipping label. Also, please make sure that the correct merchandise is being shipped us, (seller's name and address). We appreciate your cooperation. Best wishes.

11、买家已经下单，货已经发出去了，但在网上没有查到物流信息，买家发邮件来查询这件

Dear customer,

Sorry for disturbing you, we tracked your shipping. The shipping information may not be updated yet. Your understanding will be highly appreciated. Best wishes.

11、买家没有收到货，发邮件询问情况，回复邮件的模板。

Dear customer,

Sorry for disturbing you, we tracked your shipping. The package is now on the way. International shipping information may not update so prompt, usually it takes around 7-10 days. Your understanding will be highly appreciated. Best wishes.

产品催评模版

一：

Dear Buyer's full name,

(店铺名) from Amazon would like to thank you for your recent purchase.
Our record indicates that your order has been delivered or will be delivered to you.
If you are satisfied with the product, please take a moment to submit a product review.
Leave Product Review: Product name 1
Leave Product Review: Product name 2
Leave Product Review: Product name 3
If you've had a pleasant buying experience from our store on Amazon, please leave feedback.
Thank You,
Customer Service Team

二:

Dear Buyer's full name,
Our records indicate that you have recently purchased a
Product name 1
Product name 2
Product name 3
from us on Amazon.com. In our endeavor to provide the best quality cases to customers,
To leave a product review, please sign into Amazon.com and click the following link:
Leave Product Review: Product name 1
Leave Product Review: Product name 2
Leave Product Review: Product name 3
Your comments will ultimately aid us in continually improving our products and services.
We genuinely hope that your experience with our store was one that was positive and enjoyable.
Warmest regards,
(店铺名) Customer Service

三:

Hello Amazon Valued Customer,
Great news! (你的店铺名) order has been shipped. It left our warehouse earlier today.
You made a great customer choice shopping with us. At (你的店铺名), we truly care about our customers.
Leave Product Review: Product name 1
Leave Product Review: Product name 2
Leave Product Review: Product name 3
That's it for now. We appreciate and value your business. If you have any questions, please contact
Amazon Customer Support
best wishes
(你的店铺名)
Customer Care Team

四:

Dear Buyer's full name,
so sorry for bothering you again.
I am concerned whether you have received our replacement car jump starter yet. I
Your shopping experience is an important reference to other buyers, I would really appreciate
Hope you could understand, I'm a 23-year-old girl, and this my first job, I wish I could
Meanwhile, I can understand that you just want to give an honest review to our products.
best wishes
LUCY

的纠纷。只有在完善沟通的前提下我们才能给客户帮助!

there' s anything I can help with the price,size, etc., please feel free to contact me.

帮助您, 请随时与我联系。付款后, 我会尽快处理订单和发货。谢谢!

at XXX Will it be possible to give others as a gift? Or how about we make you a present?

产品您可以送给别人作为礼物? 或者我们这边退部分货款作为补偿? 只是建议, 如果您坚持要

如有问题, 请随时联系我们, 我们会尽快将货物送达。

And we are looking forward to your feedback.

我们期待您的反馈! 祝您今天愉快!

Yes, but will you still want the items? If yes, we will resend you immediately, if not,

是否还需要这个产品。如果需要, 我们会立刻重新发货; 如果不需要, 我们会全额退款。我们

we can also recommend some other items of similar styles. Hope you like them too. You can find them here. Hope you also like them. You can click the link below to view xxxxxx. If there is anything I can help with, please feel free to contact me.

your items have arrived in good condition and then confirm satisfactory delivery.

le it if you give us a five-star feedback and leave positive comments on your experience rather than submitting a refund request. We aim to solve all problems as quickly as possible.

并留下积极的评价你的经验与我们!
尽快解决所有问题!

this particular item which is sold exclusively by the brand authorized sellers. I am sorry for the inconvenience caused by this issue on your listing.

amazon.com seller performance department, which will seriously impact your Amazon seller account on amazon.

由品牌授权我方出售的。请参阅我们的附件。

通知, 但会与亚马逊相关部门提出申请, 这将严重影响你的亚马逊出售权限。

ship orders the next day. Weekend orders are shipped on the following Monday. Please let us know if you have any questions or concerns, feel free to contact us.

label and RMA instructions via Amazon. Please be advised that the return shipping cost will be borne by the customer (seller's name). We are a seller by the name of (seller's name) on Amazon and we will only accept returns from the customer.

货的情况, 回复买家的邮件模板。

not update so promptly, could you please keep your patience and wait for a few more days?

to your place(it is now reaching your local post office).

und 7-15 days for shipping. Could you please keep your patience and wait for a few more days?



you shortly. We want to make sure you are completely satisfied with the product you
review here:

Give us feedback by clicking on the following link:


Customers, we would love to hear your thoughts and opinions on our product. To do so,
click:

services. We want to continue to meet and exceed your expectations. Additionally, your
review is not only helpful but also memorable. Thank you in advance for your valuable feedback.

Your order is now on its way to you! You can expect it on your doorstep within the next (货物寄
送) about your customer experience and, just importantly, your product experience. We

If you have any questions or concerns please let us know. If you do not receive your item within (需送货

I have checked the package was shipped by La Poste and it was delivered. Could you please
appreciate it if you'd like to share your experience with other buyers. Besides,
I could do it better. I need to pass the working evaluation to keep my job, could you
review the product. In fact, according to Amazon original intention, the Amazon customer review



act me. After the payment is confirmed, I will process the order and ship it out as

artial refund as a way to make up for this?

要退货，我们会跟进下一步。

not, we will make you the full refund.

等待您的回复，并希望获得您的理解。

click on the following link to check them out XXXXXX. If there's anything I can help
联系。谢谢!

ience with us!
s possible!

Please refer to our attachment.

n selling privileges.

ease allow 3-9 business days after shipment for delivery. You will receive a shipp

ost is the responsibility of the buyer. The initial shipping cost cannot be refund
nly accept returns of our merchandise. If merchandise purchased from a different s

days? We will keep tracking for you, any news we will inform you asap.

w more days? We will keep tracking for you, any news we will inform you asap.



I have purchased. Please let us know if there is any issues, questions or concerns

, we would encourage you to leave a review of the product on Amazon.com.

you may Leave Seller Feedback for (店铺名) on Amazon.

预计天数) days (most likely sooner).

We are 100% dedicated to your complete satisfaction. Feedback and Product Reviews he

预计天数) days, then please contact Amazon support here:

Please tell me whether it works well. Any problems, please email me at any time, I will
, it is also a great encouragement for us to do better in the future, is it OK (表
I please help me it is also a great encouragement for me to do better in the future
is an important reference for other buyers, it should reflect over shopping experience



as soon as possible. Thanks!

help with, please feel free to contact us. Thanks!

ing confirmation email from Amazon when the shipping information has been uploade

led and a 25% restocking fee may be applied if the merchandise is used or damaged
seller is shipped to us, we will need to ship the merchandise back to you and we w



s. Our customer support team is standing by to assist you.

elp us provide you and all (你的店铺名) product and Amazon customers with a better

ill try my best to help you. (表明立场, 是想确认问题是否解决)

明对其他买家和自己的影响)

re, is it OK(弱化自己, 强化买家地位)

ence and customer service. I know that you are a little dissatisfied with our produ

d.

visually.
I will also ask you for the shipping cost incurred.



· product and service.

ct, and we have refund for you as a compensation. And I do hope you can feel our si

ncerity to offer the best service for you. (强调亚马逊规则，同时强调自己所做的事)

情以及帮助客户的诚意)

Dear seller-performance team,

My account was closed because of The credit card information on your Ama

I didn' t violate any Amazon rules.

If I have done anything wrong Please tell me.

In the future, we will strictly read the Amazon policy and strictly abide

Looking forward to receiving your reply.

Sincerely.

I think my account has been deactivated in error, because of the following
First, this is the first time I' m trying to register a seller account on
And I think I' m following the Amazon policy. But The Credit card overd

Second, I have great expectations to do the best on Amazon.com.

Please give me a chance to do the best to provide quality products to

This is the selling plan: I plan to list over 50 listings on Amazon.com

I Plan to make over 500,000USD sales in the first year.

I will spend 10% advertising cost of sales over the year.

Please kindly note this case, and get my account start selling.

Thank you Sincerely

zon.com seller account may no longer be valid. I Contacted with my bank immediate.

e by it.

ng causes:

n amazon.com with real entity.

raft due to my personal negligence.

Japanese customers.

m all FBA.

ly and urged them to deal with it as soon as possible. Now The credit card have st

ccessfully debited now.

注：以下模板可根据自身详情对描述内容进行修

模板一：绩效问题

Dear Amazon,

Good day!

we are contacting you regarding our seller account suspension on amaz

Now the whole department have attached great importance to this case

1. we'll pay more attention on preparing enough inventory on our warehou
2. Everyday, when we receiving order, we must send them out at the same
3. From now on, our department will have a meeting everyday in the after
4. We'll require our cooperated Forward Agency to come and delivery our
5. From now on, most of our products will be sent to Amazon Store, using

All of our company will try our best to clean up the problem of delay

I believe improving inventory management, timely delivery, improving cus

We hope Amazon can listen to our plans and restore our sales privileges.

Any way we are so so sorry for the delay tracking rate before. In the fu

Thanks for your time and looking forward to consider this appeal.

If you have any other question, please feel free to contact us, we're a

Your Sincerely

Lucy

模版二：侵权模版

Dear sir/madam,

Thanks for your patience about our issue. We extremely apologize for the

We got to recognize that we made a mistake and may infringe the intellec

we will never sell this products again in the future and to our behavior

We take the following measures after we got your email:

1. Since we got the Warning Notice of Intellectual Property Rights Infri
2. We have contact the rights owner for retracting the complaints and ma
- About this issue, we have taken the following steps to help us to resolv
1. We have checked all the listing detail from title, image, description
2. We have establish the professional handling team to take care of list
3. We have organized our own research department to make sure we can sel
4. All of the email or complaint answered and resolve under 24 hours. Pr

Hope you can give me a chance again. If there's any other information y

Yours sincerely, 店铺名 Appeal Service

模版三：ODR太高

Dear Amazon Seller Performance Team,

We understand that recently our performance as a seller on Amazon.com ha

I believe it is mainly because of our inadequate communication that we h
Unfortunately, we changed the Listings Status to be Inactive from 23/01/

Plan of Action: We are taking the following steps to improve our perform

1. Review all of products to make sure that the pictures and description
2. Most importantly, we will complete the investigation more quickly and
3. In addition, we will more aggressively monitor our performance metrics

Your Sincerely

Lucy

模版四：新账户被封

I understand that recently our performance as a seller on Amazon.com has

Disorganization in our inventory management has resulted in late shipmen

When late shipments and unavailable items have occurred our response to

I believe it is mainly because of our inadequate communication that we h

Plan of Action: We are taking the following steps to improve our perform

Improve inventory control by reducing the number of items offered until

Most importantly, we will respond more quickly and proactively to any pr

In addition, we will more aggressively monitor our performance metrics t

In evaluating our selling practices, we found a mistake in our inventory

Our Plan of Action:

Our inventory file has been reviewed. All misclassified condition items

Your Sincerely

Lucy

模版五：通用版本

To whom it may concern, (正确版本)

We are contacting you regarding our seller account suspension. We realiz

We have reviewed our fulfillment procedures and have determined the two

We realize we needed additional support for managing fulfillment for our

To address inventory availability issues we have consolidated our Amazon

Thank you for considering this appeal.

Your Sincerely
Lucy

模板六：亚马逊停售账号模版

Dear Amazon,

Good day!

we are contacting you regarding our seller account suspension on amazon,

Now the whole department have attached great importance to this case.

1, we checked our only account, because I try to buy shop goods, I serio

2, From now on, our department will have a meeting everyday in the aftern

Our company will make every effort to learn the Amazon policy. at

the same time, we'll also try our best to improve our customer service,

We hope Amazon can listen to our plans and restore our sales privileges.

We are very sorry for this attempt to purchase. We can not guarantee tha

Thanks for your time and looking forward to consider this appeal.

If you have any other question, please feel free to contact us, we're a

Your Sincerely

LUCY

修改

on, and we have realized that our seller shipping delay rate already reach the 43. . we have reached several steps to prevent the same problem happen again. se. once any item was geting out of stock, get supplement again ASAP. in this way, day. we'll arrange someone on duty at the weekend. Incase our customer place order noon, to discuss the problem we met and confirm the shipping information of the w package everyday, even weekend. everyday's packages must be sent out at the same c FBA.

shipping rate problem. at the same time, we'll also try our best to improve our c tomer service, could improve our customer satisfaction. We'll become one of the best sellers of Amazon in the future.

ture, we will try our best to send out the parcel within one working day, not less waiting for your reply.

inconvenience to you. tual property rights of others. When we received your email about this issue we ha made the most sincere words of apology, and we also Cc the email to Amazon, but v ngement about our ASIN: 侵权的ASIN码 may infringe the intellectual property right: de the most sincere words of apology, but we haven' t received any responded up u e the issue and prevent similar complaints. and bullet point to ensure have no information in misunderstanding. And we are f: ing 100% match on description, images, bullet points, & search terms, etc. Never r l our own products with our own design & model instead of purchasing from our supp ovide a good after-sales service. ou need, please feel free to contact us.

s fallen below both Amazon's and our own standards of quality.

ave recently seen two A-Z guarantee claims which have resulted in our ODR exceeding 1% from 06/01/2014 to 06/02/2014 because of a long vacation, obviously, the two complaints are 100% accurate:

Items do not accurately match with our products.

We respond proactively (within 12 hours) to any problems with customer orders to keep our customers informed and help prevent them from returning items to assure we are meeting the standards set by Amazon and our own standards of quality.

Some items have fallen below both Amazon's and our own standards of quality. I believe there are some items that are out of stock and, even worse, unavailable items.

Response time has been too slow and communication with customers has not been adequate.

We have recently seen an increase in customer A-z guarantee claims which has resulted in our ODR exceeding 1% accurate:

We have systems in place to more adequately handle the number of orders we are receiving and respond to any problems with customer orders to keep our customers more informed and help prevent them from returning items to assure we are meeting the standards set by Amazon and our own standards of quality. I will upload file.

Items have been re-categorized to follow Amazon's Condition Guidelines. Entire inventory list will be updated.

Shipping delays in shipping orders has not complied with Amazon's performance targets. Areas that need to be addressed: Shipment Creation and Inventory Availability.

To improve Amazon orders. To achieve our goal of more than 98% on-time shipping we have added more inventory into one location to speed shipment creation. Having all Amazon inventory in one location will help us meet our goal.

and we have have tried using our own account to try to buy their own store goods. I
we have reached several steps to prevent the same problem happen again.
usly studied the Amazon policy to ensure that after the case will not be a similar
oon, to discuss the problem we Earnestly study the Amazon policy of the whole day

timely customer communication, to solve any problems, to improve our customers' :
We'll become one of the best sellers of Amazon in the future.
t this is happening again. Our purpose is to provid every customer with good item :
waiting for your reply.

.73%. I'm so sorry for that, we once provided bad buying experience to our customer, once we receive order, we could pack and send out the product ASAP. If in weekend, we'll have colleagues to pack and send out the packages. On a holiday day.

customer service, timely customer communication, to solve any problems, to improve shipping time, less than two days in the weekend. Our purpose is to provide every customer with good

we have created remove order of our FBA stock to prevent the similar complaint. Now we haven't received any response up until now. We will keep our eyes on this issue. As for others, we have removed all the inventory and stopped selling at first time, now we have until now, we will closely watch the reply.

firmly deleting all the listings that could show any signs of conflicts with intellectual property, to prevent any possible infringement problems on Trademarks & Packages & De

ing the performance target of <1%.

nightmare during the period without order.

ustomers more informed and help prevent A-Z guarantee claims as much as possible,
ality customer service.

two main reasons this has happened:

in our order defect rate exceeding the performance target of <1%.

ceiving.

A-z guarantee claims.

ity customer service.

has been deleted from Marketplace to reflect all changes. All of our vendors' inver

f less than 4%, nor our target of less than 2%.

ed additional staff to support the sales person in our retail store who handles An
ory at one location will eliminate delays in getting product out by the Expected S

I'm so sorry for that, occur Amazon Payments system to create transactions between
r situation.
y.
satisfaction.
and great service.

ers. The most reason was because is that sometimes, when the customers please orde

our customers' satisfaction.

l item and great service.

we have send an email to amazonsupport@XXX.com at June 15, 2017 plead them to withd
sue and I hope that we can find an amicable solution to this issue through the con
have deleted this listing now and we no longer sell it again.

lectual property rights.

esign.

then replacement or a full refund will be done within 24 hours.

Inventory will be reviewed before adding to our inventory. Please let us know what should

Amazon fulfillment. This will allow us to have packages prepared and ready to ship
Ship Date.

1 related accounts Of things. today, when we saw the letter, and I found out that,

r on weekend and near weekend, I ignored to inform the warehouse to pack and deli

raw the complaint and we have to make a commitment to them:
sultation process.

ld be done to reinstate our account, we are looking forward to hearing from you.

more efficiently.

because of my mistake, I have brought big trouble to our Account, I feel very sor:

very the packages. I'm very sorry for the result. today, when we saw the letter, a

ry for that. and our manager blamed me serious, and strictly require me thatI must

and I found out that, because of my mistake, I have brought big trouble to our Acc

‡ Learn the Amazon policy, everyday.

count, I feel very sorry for that. and our manager blamed me serious, and strictly

require me that I must report the shipping information to him everyday, including

3 weekend.

账户申诉要点:

申诉步骤:

1. 找出根本原因, 承认错误, 认真写改进计划, 计划涉及, 物流, 包装, 产品, 质检,
2. 立即的改善计划
3. 长期的运营规划来避免类似问题再次发生。

在POA中要包括以上三点

同时提供制造商信息或者产品安全报告来支持你的POA。

写申诉计划尽量不要用模板, 用模板很容易不通过, 要根据自己的情况, 清晰表达自己

常见账号审核或申诉需要联系的邮箱

英国站:

seller-performance-policy@amazon.co.uk

seller-verification@amazon.co.uk

notice@amazon.co.uk

美国站:

payments-funds@amazon.com

pq-policy-safety@amazon.com

pq-review@amazon.com

seller-evaluation@amazon.com

seller-performance@amazon.com

seller-performance-policy@amazon.com

notice@amazon.com

日本站:

pq-offer-review@amazon.co.jp

seller-performance-policy@amazon.co.jp

模版一: 根据自己的内容改

Dear amazon:

we receive the message said that 'you may no, longer sell on amazon, com, be
As a honest seller on amazon, we are confused about this question.

We do not sell the items which infringe other intellectual property righ

We only have 15 orders after we register our account, and the order ID i

These buyers which received the package did not file a claim or send us

Althoug we do not infringe other intellectual property rights, we will a

Your Sincerely

LUCY

模版三: 侵权模版申述

Dear seller performance team

Terrribly sorry for trouble caused to you
We are aware that we have serious mistakes in the sale, we are sorry, we
In order to launch our store in the Amazon, we did a lot of preparation
① send some samples to Amazon storage
② Our brand is a registration application
And worked with Amazon sales manager Mr. Hu with a lot of details, inclu

First, we provide you with a thorough review of the information, and we

Our company's information:

Company Name: GuangZhouShi MOTHERFUCKER Company Limited

Address: China China Guangzhu ABCDEFG 510010

Phone number: 15888888888

Supplier Information:

Supplier Name: Zhanwei Lighting Factory, Henglan Town, Zhongshan City

Address: Zhongshan City, Guangdong Province, China Town, Zhongshan City,

Phone number: 18888888888

Website: 进货网址

The current status of our account

ODR = 25%

Account status has been suspended

No comments, feedback

1. We registered in the 2017.02.28 Amazon account, operating for 6 month
2. Now we have a monthly sales of 300 € -500 €. Once our account is re
3. We will keep FBA as our only and important way of shipping, Amazon co
4. If you resume the account sales, we register the VAT number at the fi
5. Track the most recent order: 305-3349874-2588353 303-6390397-98227
303-8598559-6644337 303-2205536-7873969

6. Supplier information:

Tan Xiaolong 18888888888 Zhongshan City, Guangdong Province, China Town,

Secondly, below is the steps regarding to what we will do

a. We will apply to your participation in the Early Reviewer Program. And

b. We will keep optimizing listings on time and checked the accuracy of t
Then No doubt about that the normal sales will increase~

c. We will keep FBA as our only and important shipment method the offers

d. We plan to organize stuff to study Selling Policies and Restricted Pro

e. Before any purchasing, we will do very much depth of investigation to

We just only choose the suppliers who can provide us product quality cer

f. We will keep on the Amazon seller center on PC and check out buyer mes

g. We will improve team management and optimized station regularly to imp

Exec Date:2017/9/5

It is well known that Amazon is one platform which abide by relevant law

To err is human, we are too impatient to make a such mistake. We naively

We apologize for our failure sincerely and will never let this happen again.
We sincerely hope Amazon team will take serious consideration and please
We are looking forward to hearing from you!

Best Regards

Lucy

38份亚马逊管理、采购运营必备表格

- AMZ选品利润指标
- 售价利润计算模板-财务部
- FB/
- FB/
- FB/
- KPI
- KPI
- 采购员绩效考核
- 亚马逊报表模板
- 产品数据统计表
- 亚马逊美国FBA仓库
- 产品推广计划表
- 亚马逊投入产出统计表
- 粗选记录表
- 亚马逊网店运营规划
- 关键词坑位记录表 (手动版)
- 亚马逊运营工具箱
- 广告运营表格
- 亚马逊自发货成本核算及定价表格
- 价格利润公式
- 运营监控汇总表
- 竞争产品分析表格
- 跟踪表
- 竞争对手品牌分析表
- 统计表
- 竞争对手数据统计表
- 统计汇总表-公式
- 跨境电商绩效考核制
- 曝光排名跟踪表一
- 零售订单统计
- 每日工作安排 (店长)
- 美国利润表格最终版
- 扫码领取
- 潜在市场分析表格



, 尤其是找到产品的问题



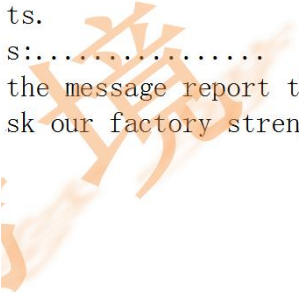
的问题就好.

cause of rights owenr complaints about items that infringe their intellectual prop

ts.

S:.....

the message report the items, and the exterior quality and package of the items are
ask our factory strengthen quality control and we will strengthen the study of the



have proved to the customer a bad buying experience.
work

ding what can and can not do. Now that we are ready for our bulk product, as long
would like to provide the following information:

the new town of the town of 619 No. 10

s, so we are on the Amazon's operating rules and policies are not very profound.
stored, we will use V to send FBA to increase our sales volume and customer exper:
mpletes the offer.

rst time

59

Hengnan Town, the new team

we do not advertise the fact that our products are enrolled in the Early Reviewe
he description on foreground, to provide customers the most accurate and detailed

are fulfilled by Amazon.

ducts twice one week, and review twice one week

avoid poor quality.

tification and have own brand

sage, to ensure promptly response to the customer with 12 hours. And passionately
rove the customer experience by pre-sale, in-sale, after-sale service process. (Tra

s and administrative decrees, and follow the principle of openness, fairness, impa

think it will increase our sells by asking friends to buying our products just lil
ain
give us a new chance.



perty rights.'

e all meet the requirements of amazon, and our listing and the descriptions are nc
Amazon policy and intellectual property information.

as our account is restored, we want to send our products and use FBA as soon as p

ience.

r Program.

description to meet our customers expectations.

handle any queries or complaints or product issues from every customer, will keep
ain staff per week). We would like to prepare to respond quickly to customer contac

artiality, honesty and credibility, and always keep customer-centric as business a

ke common customers, however, Amazon monitoring system knock us dead...After this mi



ot infringe other intellectual property rights.

ossible

) notice customer forwardly for the tracking information of the transporting packa
ts in the language of the Amazon marketplace website.

aim.

mistake we made up our mind to improve our business capacity to avoid this similar

ge. To improve the customer experience by pre-sale, in-sale, after-sale process.

mistakes.

总有你需要的

亚马逊总裁贝索斯的邮箱: jeff@amazon.com

亚马逊官方邮箱:

notice@amazon.com

seller-evaluation@amazon.com

pq-review@amazon.com

account-confirmation@amazon.com

cn-seller-verification-enquiry@amazon.co.uk

VE申请邮件: vendorexpress@amazon.com

审核卖家评级表现: seller-performance-policy@amazon.com (账号申诉用)

品牌外观专利侵权: copyright@amazon.com

账号冻结后的余额处理: payments-funds@amazon.com

亚马逊总裁贝索斯的邮箱: jeff@amazon.com

受恶意攻击或者敲诈邮件:

标题: feedback abuse report+卖家店铺名发送到: investigate@amazon.com

帐号不能登录怎么移除FBA库存:

联系亚马逊付款的那个邮箱payments-investigate@amazon.com询问你的产品清单, 告诉他需

亚马逊各站点绩效团队邮箱:

US: seller-performance@amazon.com

UK: seller-performance@amazon.co.uk

FR: performance-vendeur@amazon.fr

DE: verkaeufer-performance@amazon.de

JP: alliance@amazon.co.jp

ES: performance-vendedor@amazon.es

IT: performance-venditore@amazon.it

CA: seller-performance@amazon.ca

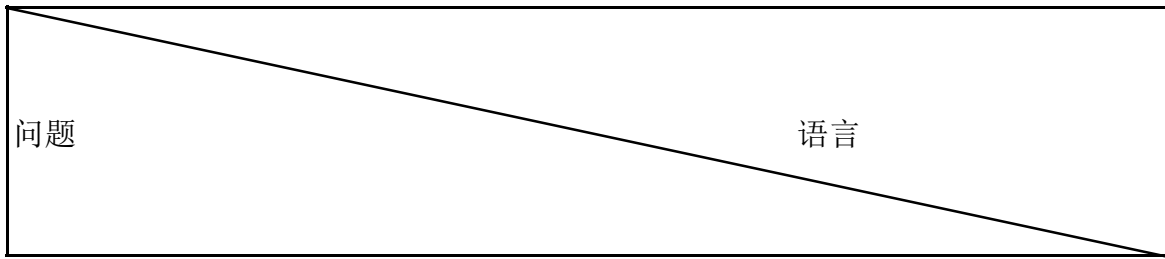
用登录邮箱使用英语发送, 发邮件时态度诚恳、并在末尾再次注明你的登录邮箱, 方便对方查

要移除库存，他会给你一个产品清单和移除库存的费用、如果你的账号余额不足的话会给你-

查询。

一个亚马逊的收款账号，你按要求把钱转过去，然后再回邮件告诉他，把地址给他，就给你移

除了。



.

二十三天查询不到跟踪信息的（没挂上号除外。没挂上号的点妥投，等老外来找）

二十八天在路上的。

查询不到信息好多天，三十几天老外还说没收到的。让他去找邮局

如果老外说没有找到。

到达待取

老外说邮局没有，然后

要好评的

长时间没有更新跟踪信息 一直显示运输途中的

问老外有没有收到

需要退款的订单。2挂号费 3 挂了号查询不到的订单。

荷兰小包自己发货的到<http://www.chukou1.com/>

2对于电池

美国专线 英国快线可以走电池。比荷兰小包稍微贵点

订单金额大或者利润大的其它国家可以走香港DHL。

DHL小件 一公斤以内 体积不是太大也就一百多。自己找货

如果如果没货。 亏钱不是太多。自己发也行。 赚钱不赚钱无所谓 。不要取消。

3 订单跟踪问题

账户管理人每天检查运行 23天 7天的订单，

5 所有退款订单

账户管理人建个文件夹。按月份一个月一个表格

把所有需要mini退款的亚马逊单号, mini单号及退款原因写进去。每个月月底发给建峰。

美国专线 到了目的国之后, 1.8KG 以下, 在 www.usps.com
1.8KG以上的产品 要到 WWW.FEDEX.COM

瑞士小包 <http://www.swisspost.ch/>

中国邮政小包 <http://intmail.183.com.cn/icc-itemtraceen.jsp>

香港小包 <http://app3.hongkongpost.hk/CGI/mt/enquiry.jsp>

荷兰小包 www.postnl.post

十来天后问货到那儿的

鞋子小需要退货的

建议重新发货

国外仓库没货的需要从中国发出

取消A-to-z

亚马逊上诉

建议给折扣

全额退款要好评

顾客收到同一个产品不同品牌

退货的，和供货商要地址，让顾客等待

延迟到达，收到货后给礼品卡

提起退货请求的

给顾客发错了信件

运费昂贵，建议货物保留，给折扣

货物丢了，给全额退款

订单几天就要退货的

有什么问题请让我知道

自己联系邮局取件

不明白意思的，重问一遍

自己去邮局取件

缺货

找到相近的物品

请选择一个相近的图片

颜色缺货

颜色必选项

戒指尺寸

只剩一种颜色

重复下一样的单

只要一个订单

回复不清楚，再次询问

不说原因，直接提起退款

发错货

货物返回，是否重发

顾客返回产品要跟踪号

谢谢顾客的返回

货物丢失

货物损坏

收到的货物与订购的不同

提起退货请求的

退货

退款

部分退款

退款给礼品卡

补发或退款

补发

取消订单

要求顾客自己提起取消

货已发出无法取消

货已发出不喜欢可以拒收

货物因某些原因要迟发几天

已退款请拒收

已退款有想要货，

交货时间

没有跟踪号
在交付时间内

超出交付时间

英语

香港小包问题直接点妥投，等老外来找。

Dear customer

Thanks for your order (加订单号), and i am deeply sorry to say that your track (加跟踪号) show your order is abnormal, maybe it has been lost ,sorry for the inc caused ,in order to solve this problem, we supply you two solutions :

1. We immediately give you a resend.
2. we will give you a full refund .

please consider it then tell me which solution you prefer to , your reply will

"Hello Dear Customer

Thanks for you contact us , i am sincerely sorry to take you so long time ,also sometimes due to transport reasons, some package will be delay ,your package i few days ,this is your tracking number (加跟踪号),the tracking site is :(力 thanks for your comprehension, if you have any problems , please feel free to

"Dear customers

Thanks for your order (加单号), and i am sorry to bother you ,but after i check has arrived your local for a long time . please go to the local post office with there is no your package, please contact us soon , we will give you a reasonable , thanks for your understanding ,have a happy life!"

Hello Dear Customer

We're sorry, due to transport reasons, your package will be delayed arrival, plea arrived.

we supply you two solutions:

1. we will reship you one by the express delivered as soon as possible, the delive
2. we will give you a full refund.

have a nice day!

" Dear customer

Thanks for your order(115-7662719-9323469) , tracking number (跟踪号) 。 i am so show your package has arrived your local post office ,and it need you to pick up it ,if you receive it , please ignore the letter , if you didn't receive it , ple number, thanks for your support ,have a nice day!"

Dear customer

Thanks for your cooperate, and i am sorry about that you didn't find your Package at post office ,maybe it has been lost ,then in order to solve this problem , we supply you solutions :

- 1.we will reship you one by the express delivered as soon as possible , the delivery
- 2.we will give you a full refund .

Dear customer,

In order to provide you with a more efficient and pleasant shopping experience delivered, You should have received it, product is a new product. We very need your account -your order-Feedback button on the right side orders) to give us a feedback

Dear customer

I am sorry to bother you ,but when i track your order ,there is no worrying about that ,would you mind telling me whether you have received it ignore this e-mail , if not , please contact us the first time ,we are for your understanding.

Dear customer I am sorry to bother you ,but when i track your order ,there am worrying about that ,would you mind telling me whether you have received please ignore this e-mail , if not , please contact us the first time thanks for your understanding

Hello, Dear xxx:

Thanks for you contact us, and i am sorry to bother you! Arrival time of goods i RS261127473NL and tracking URLs: <http://www.17track.net/fr/>. If you have any prob happy life!

Thank you for your letter! have a nice day!

Hello!

Oh, that's too bad but thanks a lot for the information!

Have a nice evening!

Best regards

Petra

Thanks a Lot! I wait for it. But to send the shoes back, I need a retour Ticket
Best wishes

The item has arrived, but the bag is missing on the parcel. Please send the bag to
it to be delivered. Please research the issue and contact the customer.

Thank you.

We've been contacted by one of our mutual customers regarding an order placed with

Dear Forest Gilles:

I am sorry to bother you ! In order to solve this problem, we supply you two so
1: We will give you a 20% discount , and the shoes you can keep it .
2: Your return the shoes, we will give you refund.
please consider it then tell me which solution you prefer to , your reply will be
Have a nice day!

Dear Sara Della Nina:

We will return all your money to you after you give the shoes back to me. However
have a good suggestion that you could continue having the shoes (WHITE-US657EU37U
resend the shoes you want, after all, the delivery fee is expensive.
Looking forward to your reply! Have a nice day!

Dear Customer

Thanks for your inquiry sincerely. But i am so sorry to inform you that the item
has a high risk of selling out. So if you still want to purchase the item. and have
to deliver it from China immediately. It will be supposed to arrive within 10-15
I really appreciate for your understanding and patience.
Best Regards.

Hi,

My name is Clement, international business developer for a leading European Marke
I' ve visited your Amazon storefront and I noticed that you had very interesting :
I would like to discuss with you a commercial partnership to list your products o
new partners and after having viewed your catalogue and prices, I am convinced th
marketplaces across Europe hold real potential on the French market.

We give companies the opportunity to benefit from an additional distribution chan
on our website. This represents a distinct opportunity to increase both your audi
in one of Europe' s largest e-commerce markets.

We also offer a number of unique marketing services and opportunities to our prof
customizing their storefronts for no additional cost.

Dear customer,

Sorry about this. We are willing to replace the usable faucet for you. Plesae te
go to my shop to choose other style, I will immediately change the item for you .
Thanks for your understanding.

Best regards

Dear customer,

We really feel sorry about the inconvenience we' ve caused to you. We will refund
Hope you can cancel your A-T0 -Z claim to us.
Thanks for your understanding.

Best regards

Our plan of action:

We will check the inventory files. Classification of errors and prevent condition following conditions of Amazon's guidelines. Reflect all changes from the market. Inventory of all our suppliers will be added to our inventory review. Please let us know what should be done, and we all look forward to from you.

ur Plan of Action:

Our inventory file has been reviewed. All misclassified condition items have been Guidelines. Entire inventory has been deleted from Marketplace to reflect all changes reviewed before being added to our inventory. Please let us know what should be done looking forward to hearing from you.

Dear

Because the shipping cost for return is high, so if you agree to accept the product

Dear ,

I am sorry to take you one unhappy shopping.

Dear

We are very sorry for this.

Dear

Thanks the pictures you provided!

Dear Zigor Campos,

We are sorry to delay you such a long time. Because of shipment reason, your package

Dear Chris,

We have received your return and refund request.

Dear

I am sorry i have sent wrong email to you!

Dear

The cost of freight is calculated by dimension and weight . So it is costly. The
on Amazon
Dear ,

I am very sorry for the inconvenience to you!

Dear

We have received your return request.

Dear Rick,

Thanks your email very much.

Dear

Thanks your email letter very much.

Your item will be delivered by your postman of your local place . Because local
Dear Sevde Kekecoglu,

I am very sorry to hear the news from you.

We are very glad to solve your problem.

~~Dear Rick, I am very sorry to hear the news from you.~~

Dear ,

The tracking web show Départ ROISSY COURRIER INTERNATIONAL PIC (93). The tracking
pick up your package by yourself? If there is no your package in your post office
Dear

Thanks for your order, order number is : (加订单号) . but it's a pity to tell you that
lost your package by accident. we are very sorry for the mess and trouble. And we
Dear, We are sorry to inform you that the item you ordered was out of stock , we

and they can't find that either .

Dear

Thank you so much for your letter , sorry for the inconvenience we caused ,
similar light last email . please check your attached to choose one you prefer to
Dear

Thanks for your order , but i am sorry to say that the order number: (订单号) you
we have other colors , eg. (加现有的颜色) i think (你觉得哪个颜色接近就写哪个颜色)
Dear Customer,

~~Dear Customer,~~

~~Hello , thank you for shopping with us . We are sorry to inform you that the item~~
~~, but we do have the black one available . Would you mind changing a color ?~~

Dear Customer,

Thank you for your prompt reply . We will cancel your another order :171-1613139-

Dear

So you mean you just want to place only one order , not two . is that right ?

Dear

Thanks for your letter ,and i am happy to supply you a return address ,but would

Dear

Thanks for your picture ,i am sorry to make you experience a unhappy shopping ,i

Dear customer

Thanks for your order,but we are sorry to say that the item has on the way bac

Dear

I am glad to hear that you have return it , please tell us the tracking number

Dear

Thanks for your letter , you are a nice person , we have refund you ,please chec

Dear

Thanks for your letter ,i am sorry about that , your item has been lost ,we have

Dear

Thanks for your letter , i am deeply sorry to make you experience the bad shoppin

Dear

I am happy to receive your lette ,and i am sorry to hear that ,but after i checin
We have received your return and refund request.

Dear marc roberts

I can understand you ,if you don't want it ,we can't force you ,and we w

Dear customer

Thanks for your letter , we have refund you ,please check your account ,have

Dear

Thanks for your letter ,and i can understand you ,and we will give you a full ref

Dear,I have received your letter ,thanks for your understanding ,we have refun
have any problem, please be free to contact us , thank you very much !

Dear customer

Thanks for your order , but i am sorry to bother you ,when i track your

Hello Dear Customer

Thanks for your letter ,i have check for you , We're sorry, your tracking number

Dear

we will resend a new one to you as soon as possible , by DHL .You will receive it

Dear

Thanks for your letter , you mean you place a order by mistake , you want to
your letter have a nice day !

Dear customer

Thanks for your letter, I am happy to cancel it for you, please submit cancel request. You thank a lot, look forward to your letter. Have a nice day!

Dear

Thanks for your letter, I am happy to help you, it has been on the way, the delivery. Your patience and understanding will be grateful. Thanks for you.

Nice to hear from you, we are afraid your order can not be canceled because the item you don't want anymore. You can reject to receive when it reaches you after.

Dear customer
Thanks for your order, and I am sorry to inform you that there is a problem on time. It will be delayed. Actually, we are an international seller. Our delivery time is.

Dear
Thanks for your letter, I am happy to help you, we have refunded you, but it hasn't arrived yet. You just refused it. Thanks for your help. Have a nice day.
The first email you sent to us was to agree to receive a refund. However, you are with the item. Please replace an order, thank you.

Dear

Thanks for you contact us, I am happy to help you, it has been on the way, the delivery. Your patience and understanding would be grateful. Have a nice day!

Dear

Thanks for you contact us, I am happy to help you, I have checked for you, it has been working days, during the delivery, your patience and understanding will be grateful.

Dear

Thanks for you contact us, I have checked for you, everything is OK. You will get it.

Dear
I am happy to hear from you, and I am sorry to hear that it is a Christmas.

德语

发完之后点问题。记录清楚。表格里删了。

发完之后点妥投，表格里删了。

Dear German Torres Martin,

Thanks for your order(206-8130949-
1252349) , tracking number

(RX614807442DE) 。 i am sorry to bother
you ,and due to the impact of the New
Year holiday period, it can not be normal
to arrange courier delivery, please go

你好!
哦，那是太坏，但非常感谢你的信息!
有一个愉快的夜晚!
此致敬意
佩特拉

非常感谢！我等待它。不过到了鞋子寄回，我
需要从u一个RETOUR票。请发给我。
最美好的祝愿

Dear
Thanks for your letter ,and i am a

Hello , so do you just need one ? is that
right ?

Dear
Thanks for your picture , i have
Dear
Thanks for your contacting , i am happy

Dear
Thanks for your letter ,i have
Dear
Thank you so much for your picture ,i am
Dear
Thanks for your letter ,and i am sorry to

Dear
Thanks for your letter ,and i can
Dear
Thanks for your letter ,we will refund
you within 24 hours please check your
Dear
Thanks for your letter , we have refund
you please check your account Welcome

Hello xxx , good day !!
We received your postive reply and thank
Dear customer
Thanks for your order (304-4704932-
Dear
We are so so so sorry for the
Dear
Thanks for your timely letter ,and i am
happy to cancel it for you welcome to

Dear

Thanks for your letter , i am happy to
help you but after i checking i find

Dear customer

Thanks for your order ,and i am sorry
to inform you that there is a problem on

Dear

Thanks for your letter , because i
am a Chinese seller and our deliver
Dear

Thanks for you contact us ,i am sorry
about that ,i have check for you ,you

Dear

Thanks for your letter ,i have check for
you you will get it soon please wait a

法语

DHL小包，运输时间长的

Dear customer

Thanks for your order ,but i am deeply
sorrly to tell you the item you ordered

Dear , thanks for your speedy reply ,but i
am not sure to understand you , you mean you

Dear
Thanks for your picture , i have check for

Dear
Thanks for your letter , i have contact the

Dear
Thanks for your letter ,we have refund you ,
please check your account , have a nice day!
Dear,we have refund you ,please check your
account , if you have any problem ,please be
free to contact us , thank you very much !

Dear
Thanks for your letter ,and i am happy to help
Hello Dear Customer
We're sorry, due to transport reasons, maybe it

Dear
Thanks for your letter ,and i am sorry to make

Dear
Thanks for your letter ,i am happy to help you
and i will check for you if it didn't shin

Dear

Thanks for your letter , would you mind telling
me when you place a order and our deliver time
Dear

Thanks for your letter ,i am happy to help you
,i have check for you ,you will get it soon

Dear

Thanks for your letter ,i have check for you ,
it has on the way you will get it soon

西班牙

Dear customer

Thanks for your order ,, i am sorry
to reply you late . and after i

Dear
Thanks for your timely letter ,i

Dear
I am happy to hear from you ,and

Dear ANA,
Thanks for your understanding!
Dear
Thanks for your letter ,i am sorry
about that we will refund you

Dear
I am happy to hear from you ,and i
Dear , i am sorry to take you so
long time , thanks for your patience
Dear
Thanks for your timely letter ,we
have canceled it welcome to place a

Dear

Thanks for you contact us ,i know
you are worry about that ,but i have

Dear

our standard shipping time is 15-25

意大利

Dear

Thanks for your order, order number is : (加订 custome
单号) . but it's a pity to tell you that the r

Dear

Dear
Helen
Orban-

Delivery time is 15-25 days.
Has been initiated,
Please be patient.

Dear

Thanks for your letter ,it has on the way,
our deliver time is 15-25 days please be

Dear Dear
Thanks Thanks
for you for

Dear , Dear , i
thanks am

大问题类型	具体问题类型
客户问包裹到哪里的问题	刚发货，没有跟踪号
	已经几天，有最新跟踪号
显示已交付 客户说没收到	有签名照
	无签名照
投递失败问题	到达待取
	投递失败
货物在半路， 客户要退货	我们的规定时间可以到达的情况下
	货物延迟没到，需要退货
很久没有更新物流信息	询问客户是否成功签收快递
	如果客户回复没有收到货物
	客户在N天后回复还没有收到
客户说发错货或者是产品损坏	跟顾客要照片，确认是否发错
	跟顾客要照片，确认是否损坏
	确认确实损坏，提交解决方案
	确认确实发错，提交解决方案
	订单完成三个月后说损坏
缺货 告知客户	缺货，店铺未发货，主动取消订单
	缺货，店铺已发货，告知客户
	推荐同款不同色的货物
	推荐另一款风格类似 材质一样的货
无理由退货	询问理由

无埋出退货	争取退点钱，让客户保留产品
退款并告之	
客户要多余产品	跟客户说明产品状况
	客户回复要求退货，争取退部分款
客户购买多件,发信确认产品数量	购买多件
	鞋子大小不合适要退款
	不喜欢要退款
	包裹丢失，通知询问 客户解决方法
少发货	缺少整个货物
	询问客户具体的缺少的部件
	定价错误，已经取消订单
客户要求在某日到达，否则退货	已发货，能在要求的时间到达
	已发货，不能再要求的时间到达
	未发货，能在要求的时间到达
	未发货，不能在要求的时间到达
要求客户提供ASIN	
客户说我们提供的发票编码抬头不对	告诉客户我们只能提供这种发票
	客户不满意或者不行，给折扣看是否愿意留下
客户要苦立说明书的	有英文说明书

谷/女类义况明T的	没有英文说明书
讨价还价	客户要更多的钱
问题件情况	跟客户要正确的地址或者是邮编
要好评	退款送货要好评
货物需清关	通知客户配合清关
退货	你好。
	在这种情况下，我也很高兴为您提供返回标签。
	考虑到我是中国卖家，我建议您保留该产品。
	如果你回来，会给我们两个人带来很多麻烦。
	运费贵。此外，还需要更多时间。
	当我收到货物时，我可以给你全额退款。我需要
	或者，如果您喜欢这款产品，它对您有用。我可
	这是我们的回信地址：
	接管人：张旭强
	电话号码：13720915195
	地址：山西省太原市小店区康宁街A座康宁大厦1
	邮政编码：030032
	请选择邮局发送包裹，发送包裹后，您能否提供
	一旦我们收到并确认您的退货包裹，我们将对其

解决方案
亲爱的客户 感谢您的来信。 您的订单我们已经为您发货，但是非常抱歉，由于
亲爱的客户您好 感谢您的来信。
尊敬的客户 首先非常抱歉您至今没能收到您的货物。
尊敬的客户 产生非常抱歉你至今没能收到你的货物
尊敬的客户： 非常抱歉打扰到您。
尊敬的客户 非常抱歉打扰到您。
亲爱的客户 很遗憾听到这个消息。
尊敬的客户： 首先我们很抱歉，缓慢的物流耽误了你的使用时间
尊敬的客户 非常抱歉打扰您。
亲爱的客户 感谢您的回复。
亲爱的客户 感谢您的回复。
尊敬的客户
尊敬的客户
尊敬的客户
尊敬的客户
尊敬的客户
尊敬的客户 感谢您购买我的产品。
尊敬的客户，
尊敬的客户 感谢您购买我的产品。 但是我遗憾地告诉你，你的订单（订单号）缺货
尊敬的客户
你好，很抱歉通知你你感兴趣的产品没有库存 尊敬的客户

尊敬的客户
谢谢你的订单 尊敬的客户
我已经为你退款。请马上检查你的余额。 尊敬的客户
感谢您的来不信。 但是非常对不起。你订购的商品只是(产品)。它不 尊敬的客户
首先。我表示非常抱歉给你造成的不便 尊敬的客户
首先，非常感谢您对我们的大力支持。
尊敬的客户，
尊敬的客户
我很遗憾您不喜欢我的产品。
亲爱的客户
非常抱歉打扰您，您的包裹在运输途中丢了。
尊敬的客户
尊敬的客户
感谢您的来信。我理解您的心情也愿意为您解决问题
尊敬的客户
我非常感谢您购买我的产品，但是由于工作人员的失误导致这个产品的价格是错误的。
亲爱的客户你好
感谢您购买我的产品。
亲爱的客户你好
非常抱歉。让你等了这么久
亲爱的客户你好
亲爱的客户你好
你的订单在3月20到达不了您的身边。
亲爱的客户你好
感谢您关注我们的产品。 但是非常抱歉，我不知道您在谈论的这个产品具体 是哪一个。因此我需要你为我提供该产品的链接或
亲爱的客户您好
非常抱歉，我们是海外卖家，只能提供这种发票。 无法提供您们当地可查询的税码。希望您能理解。
尊敬的客户
我很抱歉，我不能根据您的要求为您提供发票。我 完全可以理解你的感觉。
尊敬的客户
感谢您购买我的产品。 您想要的英文说明书在附件里，请您查看附件。

尊敬的客户

感谢您购买我的产品。
但是我真的很抱歉我们没有你购买的产品的英文说明书

亲爱的客户

我非常理解你的心情，但是希望你也可以理解我们，
当我给你退款XX,其实我已经亏钱了。

尊敬的客户

很抱歉打扰你。

我检查了订单，发现你提供的邮政编码和你的地址

尊敬的客户：

因为您坚持全额退款，我们真诚地尊重您的决定。
我们将给您全额退款，
作为我们的礼物，你可以继续保留货物

尊敬的客户，

祝你今天愉快！

首先，感谢您购买我们的货物和您的耐心等待。

第二，我很抱歉，你的货物到达你当地的海关，货物正在由海关检查。因此你需要去那里清除海关。

你等一下。

可以给你6欧元的折扣..表达我们诚挚的歉意。

15楼1502室

跟踪ID?

进行调查，以确保其完好无损且处于未使用状态。

UK	DE
Dear customer: Thank you for your email. We have shipped your order for you. But I am very	Sehr geehrter Kunde: Danke für Ihre E-Mail. Wir haben Ihre Bestellung für Sie versandt. Aber es
Dear customer,	Sehr geehrter Kunde,
Dear Customer I am sorry that you have not received your goods so	Sehr geehrter Kunde Es tut mir leid, dass du deine Ware bisher nicht
Dear Customer First of all I am sorry to hear that you have not	Sehr geehrter Kunde Als erstes Es tut mir leid zu hören, dass du deine
Dear Customer:	Sehr geehrter Kunde:
Dear Customer I'm sorry to bother you	Sehr geehrter Kunde Es tut mir leid dich stören zu müssen
Dear customer,	Sehr geehrter Kunde,
Dear Customer,	Sehr geehrter Kunde,
Dear Customer,	Sehr geehrter Kunde,
Dear customer Thank you for your reply.	Sehr geehrter Kunde Danke für Ihre Antwort.
Dear customer,	Sehr geehrter Kunde,
Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Dear customer,	Sehr geehrter Kunde,
Dear Customer	Sehr geehrter Kunde
Dear customer,	Sehr geehrter Kunde,
Dear Customer	Sehr geehrter Kunde
Thank you for purchasing my product	Vielen Dank für den Kauf meines Produktes
Dear Customer,	Sehr geehrter Kunde,
I am sorry to inform you that the product you are	Es tut mir leid Ihnen mitzuteilen, dass das Produkt
Dear Customer,	Sehr geehrter Kunde,

Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Thank you for your email	Danke für Ihre E-Mail
Dear Customer	Sehr geehrter Kunde
First of all, I am very sorry for the inconvenience we	Zuerst tut es mir sehr leid für die
Dear Customer	Sehr geehrter Kunde
Dear Customer,	Sehr geehrter Kunde,
Dear Customer	Sehr geehrter Kunde
Dear customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
Dear Customer	Sehr geehrter Kunde
I am very grateful for your purchase of my product.	Ich bin sehr dankbar für Ihren Kauf von meinem
Dear customer,	Sehr geehrter Kunde,
Thank you for purchasing my product.	Vielen Dank für den Kauf meines Produktes.
Dear customer,	Sehr geehrter Kunde,
Dear customer,	Sehr geehrter Kunde,
Dear customer,	Sehr geehrter Kunde,
I am very sorry to say that your order can not arrive	Es tut mir sehr leid zu sagen, dass Ihre Bestellung
Dear customer,	Sehr geehrter Kunde,
Thank you for you interested in our products.	Vielen Dank für Sie interessiert an unseren Produkten
Dear customer	Sehr geehrter Kunde
I am sorry that we are an international seller. and we	Es tut mir leid, dass wir ein internationaler
Dear customer,	Sehr geehrter Kunde,
I am so sorry that I couldn't offer you the invoice as per your requirement. I can totally understand your	Es tut mir so leid, dass ich Ihnen die Rechnung nicht nach Ihrer Anforderung anbieten könnte. Ich kann
Dear Customer	Sehr geehrter Kunde
Thank you for purchasing my product.	Vielen Dank für den Kauf meines Produktes.

FR	ES
Cher client: Merci pour votre courriel. Nous avons expédié votre commande pour vous.	Estimado cliente: Gracias por su correo electrónico. Hemos enviado su pedido para usted. Pero lamento
Cher client,	Estimado cliente,
Cher client Je suis désolé que vous n'avez pas reçu vos	Estimado cliente Siento que no haya recibido sus productos hasta
Cher client Tout d'abord, Je suis désolé d'apprendre que vous	Estimado cliente Ante todo, Siento oír que usted no ha recibido sus
Cher client:	Estimado cliente:
Cher client, Je suis désolé de vous déranger	Estimado cliente Perdón por molestarle
Cher client,	Estimado cliente,
Cher client,	Estimado cliente,
Cher client, Merci pour votre réponse.	Estimado cliente Gracias por su respuesta.
Cher client,	Estimado cliente,
Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client,	Estimado cliente,
Cher client	Estimado cliente
Cher client,	Estimado cliente,
Cher client	Estimado cliente
Merci d'avoir acheté mon produit	Gracias por comprar mi producto
Cher client,	Estimado cliente,
Je suis désolé de vous informer que le produit qui	Lamentamos informarle que el producto que le
Cher client,	Estimado cliente,

Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client	Estimado cliente
Merci pour votre courriel	Gracias por su correo electrónico
Cher client	Estimado cliente
Tout d'abord, je suis désolé pour les inconvénients	En primer lugar, lamento mucho las molestias que
Cher client	Estimado cliente
Cher client,	Estimado cliente,
Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client	Estimado cliente
Cher client	Estimado cliente
Je suis très reconnaissant pour votre achat de mon	Estoy muy agradecido por su compra de mi
Cher client,	Estimado cliente,
Merci d'avoir acheté mon produit.	Gracias por comprar mi producto.
Cher client,	Estimado cliente,
Cher client,	Estimado cliente,
Cher client,	Estimado cliente,
Je suis très désolé de vous dire que votre commande	Siento mucho decir que su pedido no puede llegar
Cher client,	Estimado cliente,
Merci pour votre intérêt pour nos produits.	Gracias por su interés en nuestros productos.
Cher client	Estimado cliente
Je suis désolé que nous soyons un vendeur	Siento que somos un vendedor international. y sólo
Cher client,	Estimado cliente,
Je suis tellement désolé que je ne pourrais pas vous offrir la facture selon votre condition. Je peux	Lo siento tan que no podría ofrecerle la factura según su requisito. Puedo entender totalmente su
Cher client	Estimado cliente
Merci d'avoir acheté mon produit.	Gracias por comprar mi producto.

IT

Caro cliente:

Grazie per la vostra email.

Abbiamo spedito il tuo ordine per voi. Ma mi

Caro cliente,

Caro cliente

Mi dispiace che non hai ricevuto i tuoi beni

Caro cliente

~~Primo di tutto. Mi dispiace sentire che non hai~~

Caro cliente:

Caro cliente

~~Mi dispiace disturbarla~~

Caro cliente,

Caro cliente,

Caro cliente,

Caro cliente

Grazie per la risposta.

Caro cliente,

Caro cliente

Caro cliente

Caro cliente

Caro cliente

Caro cliente,

Caro cliente

Caro cliente,

Caro cliente

~~Grazie per aver acquistato il mio prodotto~~

Caro cliente,

~~Sono spiacente di informarvi che il prodotto che~~

Caro cliente,

Caro cliente
Caro cliente
Caro cliente
Grazie per la vostra email
Caro cliente
Prima di tutto, mi dispiace molto per
Caro cliente
Caro cliente,
Caro cliente
Caro cliente
Caro cliente
Caro cliente
Caro cliente
Caro cliente
Sono molto grato per l'acquisto del mio prodotto,
Caro cliente,
Grazie per aver acquistato il mio prodotto.
Caro cliente,
Caro cliente,
Caro cliente,
Mi dispiace molto per dire che l'ordine non può
Caro cliente,
Grazie per voi interessati ai nostri prodotti.
Caro cliente
Mi dispiace che siamo un venditore
Caro cliente,
Mi dispiace tanto che non si potrebbe offrire la fattura secondo il vostro requisito. Posso capire
Caro cliente
Grazie per aver acquistato il mio prodotto.

亲爱的亚马逊，

祝你今天愉快！

关于订单304-2807274-5625956，我们收到客户的电子邮件，在2月6日，他想要退回的货物，因为他不喜欢它不再。之后，我们在2月7日给他发了第一封电子邮件，在这封电子邮件中，我们告诉他想要知道详细的原因，并想为他解决问题。我们甚至告诉他，如果他坚持退货，也不要担心。但我们没有收到任何回复，然后我们给他第二封电子邮件2月18日，他仍然没有给我任何答复。但我们认为也许他很忙，没有阅读电子邮件，我们仍然希望他能给我一个答复，为什么他想要退货。2月27日，我们给他发了第三封电子邮件，因为我们想找到原因，并尽快为他解决问题。但他客户要退还没有给我们任何答复，我们给他最后一封电子邮件，寻找3月1日的解决方案。但他直接给我们一个到Z的3月1日，他没有在这个问题从开始到结束。

我们认为我们在这个问题上如此的错误，你可以从上面的描述中看到，我们总是尽力为他解决这个问题，虽然他想退还货物没有任何详细的原因。我们曾多次尝试联系他，但他从不回复我们。

我们随时为我们的客户提供最好的服务，但现在我们希望亚马逊可以帮助我们解决这个问题。

期待你的回复。

Dear Amazon,

Have a nice day!

Regarding the order 304-2807274-5625956, we received the customer's email on Feb.6 that he wants to return the goods with the reason that he doesn't like it no longer. After that, we sent him the first email on Feb.7, in this email we told him that want to know the detailed reason and want to solve the problem for him. We even told him if he insist returning the goods, please also don't worry. But we didn't receive any reply, then we sent him the second email on Feb.18 and he still didn't give me any reply. But we thought that maybe he was busy and didn't read the emails, and we still hope he can give me a reply why he wants to return the goods. On Feb. 27, we sent him the third email because we want to find the reason and solve the problem for him as soon as possible. But he didn't give us any reply, and we sent him the last email to look for the solution on March 1. But he directly give us a A-to-Z on March 1 and he didn't give any reply in this issue from the begining to the end.

We think we are so wronged in this issue, as you can see from the above description that we always try our best to solve this problem for him, although he wants to return the goods without any detailed reason. We have tried many times to contact him, but he never reply us.

We offer best services to our customers anytime, but now we hope Amazon can help us to solve this problem.

Looking forward to your reply.

解决方案 UK
尊敬的客
户：

质量不满

祝你今天
愉快！
尊敬的客
户：

价格贵

祝你今天
愉快！
尊敬的客
户

运输时间

首先，对
于我们的
尊敬的客
户：

描述不符

我真诚地
抱歉对于
您不满意