

申诉模板---投诉假货

因收到投诉卖假货账号被冻结，申诉模板 1

Dear Amazon Team,

It has been brought to our attention that our selling account has been suspended due to claims that we have listed inauthentic items.

This is very alarming to us and we immediately investigated the claims. What we determined is that we were actually not selling counterfeit items, but we didn't have the permission to represent and sell these items as new.

We were able to determine our mistake by researching the Policies and Agreements of Amazon and questioning fellow sellers on Amazon seller forums. We certainly did not intend to infringe upon the intellectual rights of others. The ASIN listed was an item that we purchased at full retail price.

We only had one of this item and we had no intention of misrepresenting this company. We have realized that we have several other items that violate this policy in our inventory and we need to address this immediately.

Here is our plan of action to avoid future problems

-First, we will thoroughly review all Amazon Policies and Agreements-next we are going to examine every item we have listed and make sure we have the proper credentials to sell these items as new on Amazon.

-any items that we do not have invoices for will be changed to and sold in used condition or through other selling channels

-Finally, we put measures into place to constantly monitor newly listed inventory by me personally to avoid infringement on others' property rights.

Please know that these policy violations were not intentional and we do apologize to any parties that we infringed upon. We have been happily selling on Amazon for nearly 2 years and after some initial start-up bumps, we have been able to keep great metrics and provide great products to many happy customers. I hope you realize that we are sincere in our intentions and hope to be selling on Amazon again soon. Thank you for your consideration.

Best Regards

Xxxx

因收到投诉卖假货账号被冻结，申诉模板 2

Dear Amazon seller support,

Thank you for your concern about our account.

We received a notification today that our selling privilege has been removed cause we sold counterfeit products.

We immediately check the listings.

Firstly we are very sorry about our ignorance, we are new to Amazon selling, we are lacking of the rules and policies when selling on your platform.

Secondly, as the items of Amazon seller performance stated, we did not know this product is with its own brand, to this point we acknowledge it is our fault.

We had removed the listings and promise we won't sell it again on Amazon if we do not get the warrant.

Would you please consider the account seller rating and customers feedback to us? We provided customers both good products and customer service. We never got a claim or negative feedback.

Hope Amazon can look through to it.

If you can give us a chance, we will do as follows:

1. Absolutely, we will see through all the policies and rules about selling on your platform.
2. We will check the listings in our account to see if there have some which do not meet your requirements, if it does, we will fix it immediately.
3. We will check all the products we've been sold, any complaints or product issues we will solve them in a proper way within 12h in favor of the customer's right.
4. If any selling questions, we will consult Amazon for help.

Sincerely, we write this. We will try our best to provide our sales on Amazon.

We believe Amazon will give this issue serious consideration, and to us, there is a hope, a new chance for us!

Look forward to receiving your reply. Best regards 店铺名

因收到投诉卖假货账号被冻结，申诉模板 3

Dear Seller Performance Team,

First of all, we sincerely apologies for not being able to follow amazon's policies. We accept, solely we are responsible for selling inauthentic products on amazon.

Being a seller on Amazon it is our responsibility to provide the best products and services to our valuable customers.

38 份亚马逊管理、采购运营必备表格

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

扫码领取

We are responsible for the complaints. We accept that these issues arise due to competitive behavior with other sellers. But intentionally we do not want to provide any inauthentic products to our customers.

As you can check we are selling hundreds of products, but we mentioned generic products in all listings. But these products got listed due to mistake and unintentionally. We really do apologies for this and we avoid these types of mistakes in the future.

-Description of the issues that caused the complaints.

products in our inventory related to complaints.

We removed these types of suppliers who selling inauthentic products or selling branded products without the authorization certificate of the brand owner from our product procurement suppliers list.

In the future, we will check the brand authorization certificate before procuring any branded product from any supplier.

We will procure products only from authorized suppliers and cross-check with brand owners regarding suppliers before the procurement of any branded products.

The above steps will help us in preventing such types of complaints in the future.

-Description of how we will handle with current situation or customer who received inauthentic products.

For now, we will refund the complete amount of customers without asking products return. Because we know that Amazon is a customer-centric company and being a part of Amazon we also like to siphon customer-centric attitude to make the customer experience better.

So, we decided to refund the complete amount of customers, without engaging customers in the returning process.

-How we focus on the types of complaints and how we will prevent then.

In the future we will take every single negative feedback seriously and appoint 2 employees to deal with negative feedback or complaint and resolve inappropriate manner.

We will also ask product quality feedback after completion of a single order. This step will help us to maintain the best quality every time as help us to serve other customers better.

We will perform a weekly review of all listings by the help of Amazon listing experts

We hope the above steps are sufficient to provide the best services to our valuable customers.

Supplier Details

Shop Name:XXXXXX

Owner Name:xxxxxxx

Contact Number: xxxxxxxx

Shop Address: xxxxxxxx

Buyer Details

Buyer Name:XXXXXX

Company Name: XXXXXXX

Contact Number: XXXXXXX

Address: XXXXXXXXXXX

Product Name: XXXXXXX

Qty: xxxxxxxxxx

Our team is still working on future selling and trying to make this plan action more effective to avoid such kind of issues in the future.

We thanks to Amazon they helped us to give a chance to improve ourselves and improve our product quality.

We hope we will get another chance to prove ourselves. Kindly reinstate our account we will grateful to you.

Regards,
XXXXX