

包裹显示妥投客户没收到货，客户开了 A-Z 和信用卡拒付，以下是申诉模板

Dear Amazon,

We are contacting you regarding our seller account suspension.

I understand that recently our performance has fallen below Amazon's target. After checking our ODR, we find that the main reason that cause A TO Z claims and chargebacks is that buyer claim they did not receive the package, while the tracking number shows it was delivered. High ODR rate is caused by bad logistic service.

Steps we have taken and will continue to take:

1, we have changed our logistics company , we have found a better efficiency logistics company to offer the better service, we will ensure every customer can receive their package.

2, We will use FBA to fullfill part of our orders .

3, We have and will continue to offer great purchase experience to the customers.

4, We have checked all the products we've been sold, and removed the product that may have problems, we will continue to do this to offer the best service to the customer

5.Improving our service level;

a.Answer the customer' s message within 24 hours.

b.Reply to the buyer' s inquiry as soon as possible. Try our best to meet

buyer' s needs.

c.For negative feedback, be patient to contact with the customer, figure out a good solution and keep in touch with the customer.

d.After-sale service, support what we can do to help the customer to remove doubts about our product.

e.Upgrading our operating level and taking a more professional attitude.

Please let us know what should be done to reinstate our account, we are looking forward to hearing from you.

Best regards,

温馨提示：仅供思路参考，请不要照搬照抄哦~