

申诉模板---产品损坏等原因

Dear Seller Performance Team,

Thank you for your concern about our account. Before receiving the performance review notification, we were exactly working with the customers to resolve their problems.

We firmly believe that we're not only providing the product but also the customer service.

Firstly, we're very sorry about our negligence of packaging, and the incaution of carrying and transporting by logistics company which result in defective working condition of one item, we had to ship the replacement but had the customer waiting more time for delivery, they are kind but we are sorry.

Secondly, the incaution of testing and checking up by the tester in factory result in missing indicator light covers of one item, which in normal working condition but give customer defective impression of the product, we had contact with the customer and shipped the missing element, and sorry to bring him inconvenience.

These are our faults due to the lack of strict management of the product and service providers.

Thirdly, we're new to Amazon selling and lack of familiarity with the rules and message system using, which result in missing timely response to 4 messages from the buyers on our months ago arranged long holiday, it was supposed the messages would notice timely on mobile phone email system to us but it didn't work, we promise this would never ever happen again to the customers.

We would like to earnestly beg your consideration about the feedback of other items received by other buyers, some of them had left positive feedback and reviews to the product and admired our customer service. We promise to provide customers both good products and good customer service.

If we have the chance to continue selling on Amazon, we will do as follows:

1. We will ask the factory to execute stricter checking up and testing process for our products, and request every confirmation and signature of testing result for every product from the tester in the factory. We self will execute a sampling check for different production batch and regular visits to the production line of the factory every week. Make sure we ship out every item in integral and good working conditions.

2. We will ask the factory to package with stronger crash proof and shockproof measures, like filling in the blanks with proof foam and wrapping up with hard carton. Change the logistics service provider with a better transporting service.

3. We will keep login in the Amazon seller center on PC and check out buyer message at least three times a day, to ensure prompt response to the customer with 12 hours. And passionately handle any

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
- 潜在市场分析表格

扫码领取

4. queries or complaints or product issues from every customer, will keep notice customers forwardly for the tracking information of the transporting package. To improve the customer experience by the pre-sale, in-sale, after-sale process.

We write this sincerely and will try our best to provide good products and customer service on Amazon. Meanwhile, we sincerely hope the Amazon team will give serious consideration and give us a new chance. This is not only a chance but also hope to us, we eagerly hope we can further develop our undertaking here. Look forward to hearing from your reply. Thank you very much.

Best Regards,
XXX

