

ID r Madam and Sir,

Thank you for giving us all chance to make plan about detail solutions.

We have viewed the report on for buyer return and checked the buyer E-mails in the last 6 months. At the same time, we picked up several Amazon to check all components of the product. Finally we detected the cause of the problem; problem is

As all know, that people who use Amazon usually need B as well so the thought of selling this suit for B, need A and B- But they were wholesaler on the market so we opened the boxes and put B in. We also added some simple instruction for buyer more convenient to use. This used the package to replace, left the box. But at the same time, we had to be careful. Rather than used item sold as new (Please refer to attached picture)

Due to the problem, we know the package is our own responsibility, we will identify all the defective items that they were not the item, but the package was opened once made me damaged.

The Amazon are purchased from a trusted supplier, and we pack all of our product on their factory ourselves. At the same time, we check the quality of each product. The pictures of product on Amazon are the same as our product, so there is no ambiguity.

Then we will check our other product, if there is the same problem here. We will hold an emergency meeting to inform all staff about this problem and outline the correct policy, in case something like this comes up again.

AMZ选品利润指标      售价利润计算模板-财务部

**38份亚马逊管理、采购运营必备表格**

FB...      FB...      FB...      KPI...      公式

亚马逊运营必备表格

- 亚马逊运营必备表格
- 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 will take the following plans to correct our mistake and comply with the requirements of Amazon;

1. When the batch of goods is not timely, we will use the original packaging bags to replace the original one, and we promise this problem won't come up again.

2. We refer to the policy about Poly bags on Amazon. In learning, we know that all products must be well-packed. By the way, for 5-ply bags, the size of poly bags must add a small margin.

warning label. We will pay more attention to this problem in the future.

3. We will check all the listings in our account, whenever there is any products which do not meet Amazon's requirements, and we will correct them immediately. Any complaints or product issues we will reply and solve them in person within 24 hours of the customer's request.

4. We have strict rules in our company that all of our products must be well-reviewed. Amazon's new policy recently, would not allow any Amazon product and trademark law according to our motto "and let on Amazon We will check whether there are any violations in addition to the trademark, and consult the lawyer for the time if the problems. Our intention is the best experience for our customers."

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Thank you very much for pointing out our problems, and give us a chance to correct our problem. We are apologize for our carelessness. We really cherish being able to sell products on amazon, and will keep improving our service so as to making buyers satisfied on this excellent e-commerce platform. Considering that we have taken these practical actions to correct our problems and improve the situation, we would be very appreciated if you can give us a chance to active our listing ( ASIN: ...). We are still full of hope for Amazon.

Look forward for your kindly reply.

**温馨提示：仅供思路参考，请不要照搬照抄哦~**

英文写作模板