eBay Messages Templates:

1: Negative Feedback

Hi **Buyer Name:**

I am sorry that the item was not as you thought it would be. I tried my best to deliver this on time and correctly, and due to some reason, it was not how you expected it to be. Please accept my sincere apologies and I will do my best to resolve this for you. I have already sent a refund to you and will be with you shortly.

as you know, being a seller on eBay it is important for us to maintain a positive feedback score and although you were right to leave feedback, I am trying to resolve your issue.

Please consider that this feedback means a lot to me and your consideration will help me leaps and bounds in maintaining a good feedback score. This is my primary source of income and I would really appreciate your consideration. I have sent you a feedback revision request, which you will see in your email. The feedback revision request goes to you in the form of an email, which has the subject as "seller request to revise feedback". There will be a button in that email which states "revise feedback" and the details of the case and the item as well. All you need to do is open the email and you will be able to see a button in that email which states 'Revise Feedback'. You can just click on the button and will be guided to a page where you can revise your current feedback to a positive.

I am sorry to disturb you, however this means a lot to me as other buyers purchasing from me will also be able to see the feedback and may become skeptical about purchasing from me. I hope you understand my situation and urgency.

Once I send you the request, it will expire in 10 days, affecting my business and livelihood. I will be grateful to you for this act of consideration. Looking forward to hearing from you.

2: Negative Feedback (If Buyer Not Reply)

Hi, I understand that you are not happy with the item and i am willing to help you, I would help you for a refund and once it is done, you can revise the feedback for me. I have talked with eBay and they have suggested me this option to contact you to resolve this. I would be really happy if you could help me regarding this. I am hoping for a positive response from you soon.

Thanks, and Regards

Ecomreels

3: After order Shipped

Hi **Buyer Name**

Good morning, Please Note That Your order shipped on **Date**. Your shipment is on the way and it will get to you in 2-to-3 business days. We've included tracking information, so you can easily follow its progress. Please note that it may take up to 24 hours for your tracking data to appear on the carrier's website. We hope you enjoy your purchase and thank you again for shopping at Store Name. Please leave us a 5-star rating and positive feedback on eBay. if you enjoy the item or let us know if there's an issue so we can quickly resolve it for you.

Thanks, and Regards

Ecomreels

4: Item Not Received:

Thanks for getting in touch. I'm so sorry to hear that you haven't received your item yet. We Dispatched item on time, there is no delay from our end, we forward your complaint to courier company, your parcel is on its way and you will get your parcel within 2 Business days Please ALLOW US A DAY. The normal delivery time for this is 1-3 working days (not including weekends) however we have known items to take longer than this which is unfortunately something we have no control over. Please get back in touch if your item has still not arrived by the date above and we can then open up an investigation with **Royal Mail** and also arrange for a **replacement** to be sent out to you straight away.

If there is anything else I can do for you in the meantime, please let me know.

Thanks, and Regards

Ecomreels

5: General Message

We very grateful that you visited Our store. Please note that the If there's anything I can do for you, please don't hesitate to let me know.

6: Item Lost

We are sorry to hear that you have not received Item. We are apologies please accept our sincere apologies. we forward your complaint to courier company, and we received a response from courier team, we are very sorry to say that the item is lost during transit, please advise us if you want a full refund or replacement, we will act accordingly.

Thanks, and Regards

Ecomreels

7: Return Item

I am sorry that the item was not as you thought it would be. We are apologies please accept our sincere apologies. You have right to return item, however we offer you **25% partial refund** if you keep the item and avoid the hassle of this return.

Thanks, and Regards

Ecomreels

8: when item out of stock

Thank you for your purchase. I am very sorry to let you know, but when your order was processed, we found a defect in the product and we didn't want to send you a defective item. I appreciate the inconvenience this could cause you so I'd like to know the best way to compensate you. What do you think? Would you prefer me to cancel the order? Or alternatively I could sell you another version of this item at a much cheaper price and I'll give you a refund for the difference.

alternative item ID Here

Please let me know which you would prefer.

Thanks, and Regards

Ecomreels

9: Wrong size/item.

Hi there,

Thanks so much for getting in touch. Firstly, I am so sorry to hear that we've made a mistake and sent you the wrong order. To avoid any delays, I will send you out your correct order tomorrow morning via 1st class delivery.

It should be with you within the next 1-2 working days, I hope this is ok. If you could also return the wrong item back to us, I would be extremely grateful. I would be more than happy to reimburse you for your return postage costs also to ensure that you are not left out of pocket.

Our return address is: **Address mention here**

Sorry once again! Thanks so much for contacting me and giving me the chance to sort this for you, I really appreciate it. I will send your replacement tomorrow and if there is anything else I can do or if you have any further problems, please let me know.

10: Quality problem with my item.

Hi there,

Thanks so much for getting in touch Firstly, I'm so sorry to hear that there is a problem with your item, if you could send me a quick picture of the problem so I can then pass this onto our supplier I would be extremely grateful.

we sell thousands of items and we've never had this problem before so I can only assume that it has gone unnoticed during the manufacturing process and we've then ended up sending the item out to you. I really apologies for this.

We offer you 20% partial refund or if you want, I'm going to send you out a replacement straight away via **Courier Name**: delivery to ensure it gets to you quickly.

I really apologies again for any inconvenience caused. Thank you so much for contacting us and giving me the chance to sort this for you, I really appreciate it.

11: Subscribe My Channel

Please Subscribe my YouTube channel because am trying to provide 100% worthy knowledge which actual work for you. Thank you