

## 深圳跨境电商欧洲COD快递物流小包

产品名称	深圳跨境电商欧洲COD快递物流小包
公司名称	深圳市森鸿国际物流集团有限公司销售部
价格	13.00/KG
规格参数	品牌:欧洲COD物流 主营业务:欧洲跨境电商COD小包 服务:欧洲COD快递一件代发
公司地址	深圳市宝安区沙井街道马安山社区鞍胜路35号一层-东
联系电话	13144994944 13144994944

## 产品详情

件模板

Dear —

Thank you so much for your great support and sorry for keeping you waiting.

We checked the tracking information found there is no update information as you said.

We will contact the post office to find out the problem.

We wonder would you still want the item, if yes, inform us the size and we will resend you asap, if not, we will make you the refund.

Waiting for your reply.

Any inconvenience hope your kind understanding.

Best regards

亚马逊的商品被跟卖，发警告信的邮件模板

Hello,

We have noticed that you are not authorized to sell this card knife and you have listed this particular item (ASIN:B00GICPZT0) which is sold exclusively by the brand authorized sellers. Please refer to our attachment. Please send the confirmation to us after you remove the product as issued from your listing.

If you do not comply with these demands, we will have no notice but to claim with amazon.com seller performance department, which will seriously impact your Amazon selling privileges.

Please handle and reply us as soon as possible, otherwise we will complaints and amazon.

客户询问货物的tracking number或者有没有发货，给客户的回信邮件模板

Dear Customer,

Thank you for contacting us regarding your inquiry.

Orders are shipped within two days after they are placed. Usually, we are able to ship orders the next day. Weekend orders are shipped on the following Monday. Please allow 3-9 business days after shipment for delivery. You will receive a shipping confirmation email from Amazon when the shipping information has been uploaded. Your patience and understanding are greatly appreciated. If you have any other questions or concerns, feel free to contact us.

买家以不想要为由要求退货，卖家接受退款请求，给买家回信的邮件模板

Your return request has been approved. You will be receiving a return shipping label and RMA instructions via Amazon. Please be advised that the return shipping cost is the responsibility of the buyer. The initial shipping cost cannot be refunded and a 25% restocking fee may be applied if the merchandise is used or damaged visually.

Also, please make sure that the correct merchandise is being shipped us, (seller ' s name). We are a seller by the name of (seller ' s name) on Amazon and we will only accept returns of our merchandise. If merchandise purchased from a different seller is shipped to us, we will need to ship the merchandise back to you and we will also ask you for the shipping cost incurred.

We appreciate your cooperation.

买家已经下单，货已经发出去了，但在网上没有查到物流信息，买家发邮件来查询这件货的情况，回复买家的邮件模板

Dear customer,

Sorry for disturbing you, we tracked your shipping. The shipping information may not update so prompt, could you please keep your patience and wait for a few more days? We will keep tracking for you, any news we will inform you asap.

Your understanding will be highly appreciated.

买家没有收到货，发邮件询问情况，回复邮件的模板Dear customer,

Sorry for disturbing you, we tracked your shipping. The package is now on the way to your place(it is now reaching your local post office).

International shipping information may not update so prompt, usually it takes around 7-15 days for shipping. Could you please keep your patience and wait for a few more days? We will keep tracking for you, any news we will inform you asap.