

# 亚马逊申诉怎么写？亚马逊申诉邮件模板范文

产品名称	亚马逊申诉怎么写？亚马逊申诉邮件模板范文
公司名称	武汉出海跨境通科技有限公司
价格	12.00/件
规格参数	品牌:出海club
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## 产品详情

申诉流程全面更新，卖家将不用再写“行动计划书”了，只需要通过勾选选项或者答题的方式就可以完成申诉！并且将申诉途径改为承认违规和否认违规两种，超级简单，我带大家一起实操！

### 亚马逊申诉业务介绍

- 1、解决亚马逊店铺侵权、申诉、变体等问题、快速办理解决！
- 2、代运营托管、现店出售购买、现店批发，量大价格可谈！
- 3、海外店铺提供资料翻译，售后维护等！

如果您在亚马逊平台上的侵权申诉未能成功解决，您可以考虑以下几个步骤：

**重新评估申诉材料：**回顾您的侵权申诉材料，确保其完整、准确、清晰地证明了对方的侵权行为。如果您认为有必要，您可以进一步补充和强化申诉材料，提供更多的证据来支持您的主张。

**寻求法律咨询：**如果您觉得自己无法解决侵权问题，您可以寻求的法律咨询。咨询一位的知识产权律师，他们可以帮助您评估案件的可行性，并提供进一步的法律指导和建议。

**联系亚马逊平台：**再次与亚马逊平台联系，表达您的困扰和对申诉结果的不满。提供详细的情况说明，并要求他们重新审视您的申诉。与亚马逊的卖家支持团队或知识产权保护计划进行沟通，确保您的声音得到关注。

亚马逊申诉邮件模板范文

## 申诉邮件范文模板

Dear Amazon seller support:

This is \* (店铺名) writing to you.

部分：先向亚马逊表示感谢，之后介绍下店铺已经取得的成绩(开店时间、订单量交易额)后表明意识到自己的错误，阐释原因。

As we are new seller on Amazon, we just sold our first item on 2022-2-\*, and until today we sold \*\*\* orders on Amazon.

We thanks so much that Amazon can provide such chance for us to delivery customers good products. And we are planning to provide more quality products on Amazon and drive our sales to \$\*,\*00,000 a month with \*\*\* orders, and grow 40-50% every month.

However, we did not that familiar with how to meet the performance standard, to this point we acknowledge it is our fault.

We had updated details for listings and standards of customer service for our stuff and promise to try our best to service customers well on Amazon if we can get the permission to sell again. Would you please consider the account seller rating and the currant rapidly increasing sales in our store?

We never got a negative feedback on our account and there are still items waiting to be shipped into FBA on \*\*\*day, hope you could give us a chance to improve!

第二部分：列出整改措施(提高高标准服务、熟悉亚马逊店铺规则等等)(这点很重要!)

If we get the valuable selling chance on Amazon, we will do as follows:

01

Absolutely, we will learn through all the policies and rules about selling on your platform.

02

We will check the listings in our account to see if they provide enough information for customers to make their right decisions.

03

We will focus on awaiting shipment items to customers. Double check to confirm customers will have their satisfied items.

04

Use FBA shipping service to give customer good shipping service. Educate staff of our own warehouse to triple check awaiting shipping orders every day to confirm all the products will on their way to customers.

05

Find out order problems automatically and solve them with customer within 24 hours. Any complaints or product issues we will solve them in proper way within a day in favor of the customer's right.

06

We will build up our own ERP to manage the running for Amazon selling. To control customer services and shipping services with accurate data.

第三部分：结尾标识再次恳请亚马逊给予自己一次机会

Sincerely, we write this. We will try our best to provide our sales on Amazon. We believe Amazon will give this issue a serious consideration, and to us, there is a hope, a new chance ! We will always provide good products and services to customers on Amazon selling.

Look forward to receive your reply.

Best regards

店铺名

02品牌侵权申诉模板

1.店铺listing的标题、描述、图片、五点描述和关键词

整改方向：

步：检查以上提到的产品描述相关关键点，承诺以后不会再有品牌侵权的错误(即陈述自己的行动)。

第二步：如果发现任何侵犯知识产权的产品或清单，我们将销毁这些产品或删除这些清单。第三步：承诺以后会认真注意和学习平台的所有政策和规则。日后上架产品，会先核实知识产权问题，确保产品不会违反任何其他卖家的品牌权益或专利权益，或复制他人的标题、图片和描述。

2.留意所有在售的产品

整改方向：

步：如果有顾客反馈不满意或投诉产品有问题，我们承诺会在 XX 小时内帮客户解决问题，为客户提供好的购物体验(让亚马逊相信你是为客户着想)。

第二步：日后出售的产品将由自己亲自设计商标和设计产品包装，向亚马逊保证产品都是真实的，而不是直接从供应商渠道直接采购，以防止任何可能出现的商标侵权和包装设计侵权的情况发生(如果有条件的话)。

第三步：如果有任何销售问题，我们将尽快向亚马逊寻求帮助，而不是盲目销售，避免再次触犯亚马逊规则。

申诉邮件模板：

第一部分：对亚马逊通知表示感谢

Dear Amazon seller support, Thank you for your concern of our account.

第二部分：表明经过反思已经找出了问题的原因，表示歉意

We received a notification today that our selling privilege has been removed because we infringe intellectual property rights. We immediately check the listings.

Firstly we are very sorry about our ignorance, we are new to Amazon

selling which started business on amazon in August,we are lacking of the rules and policies when sell on your platform.

Secondly, as the items of Amazon seller performance stated, we did not know this product has its own brand, to this point we acknowledge it is our fault.

第三部分：整改建议，恳请亚马逊再给自己一次机会

We had removed the listings and promise we won't sell it again on Amazon. Would you offer the owner's contact information? I want to do a apologize to him for my ignorance and sorry for the damage to other's benefit. Would you please consider the account seller rating and customers feedback to us? We

provided customer both good products and excellent customer service. We never got a claim or negative feedback. Hope Amazon can look through to it. If you can give us a chance, we will do as follows:

01

Absolutely, we will see through all the policies and rules about selling on your platform.

02

We will check the listings in our account to see if there has some which do not meet your requirements, if it does, we will fix it immediately.

03

I will check all my products sold, if the customer reflects any dissatisfaction or product problems, I will be here within 12 hours for them to solve the problem, and offer them the best shopping experience, please trust me.

04

If any selling questions, we will consult Amazon for help as soon as possible, rather than sell blindly.

### 3. 亚马逊跟卖申诉、亚马逊卖违禁品申诉

这两种情况写作套路和前面介绍的两个类似，如果真的是存在跟卖或者销售违禁品的情况要承认错误，找出原因，表明整改意愿和整改措施。如果错在什么误会也要在邮件中尽量阐释清楚。

不过在这里提醒大家卖仿货卖假货属于严重的平台违规行为，即使是按照要求申诉后账户销售权限恢复的情况也不是大家想象中的那么乐观，所以大家在上架产品或者跟卖其他卖家产品的时候一定要慎重！

亚马逊被关联申诉关于亚马逊被关联申诉的情况，模板同样和上述几种情况类似，主要是下面这些要点：

第一部分：强调你只有一个卖家账号，并且账号的行为表现良好，并没有违规的几率，而且还是优质卖家，也可以举些例子，比如说自己的产品很受欢迎，销量好、五星review很多之类的情况说明一下。

第二部分：试着提出重新核查或者告知关联了什么账户才导致被封号。

第三部分：后保证你会严格遵守亚马逊的规则，提供更好的服务和商品给顾客。我们还需要注意的是，如果卖家的账户和违规账户关联，那么现在这个账户也会死掉(被移除销售权限)，关联问题申诉基本无望，被关联基本就可以放弃抵抗了，抵抗成功率微乎其微，这种关联比卖仿货卖假货更可怕。如果是卖家的账户和买家账户关联，有很大的概率申诉成功。

注意：这些模板只是提供给你一个申诉思路，生搬硬套是不会真实地表达出一个人的真情实感的。所以不要直接摘抄，直接模仿，你的邮件内容反映出来的内容必须是真诚、诚恳、有说服力的，制定的计划必须是切实可行的，邮件不必太长，一个人的接受能力有限，亚马逊工作人员也是，所以懂得什么是重点很重要。一个账号从注册开通到成长再到稳定，是一个漫长曲折的过程，作为卖家都应该知道，Amazon平台是一个倡导诚信经营的网站，任何一个小的操作不当都有可能导致账号夭折。

因此尊重平台规则，注重销售产品品质，处理好售后是买家的长久生存之道。

【问题：】亚马逊申诉途径和时间亚马逊申诉时长亚马逊申诉一般需要多久呢?亚马逊不回复申诉邮件怎么办?

答：其实待回复的时间不会太长，一般2天之内就会有回复;如果收到的回复是处理方案不完整，那就继续补充完善方案吧;如果亚马逊要求

你重新修改行动计划，可能需要3周之后才能得到回复;要是超过7天没有回复申诉邮件，可再发一次申诉。