

## **Our best eBay message templates to get more positive feedback**

**Always Remember:** “Kill your customer with kindness”

### **Template 1. Message after sale:**

Hi *[Buyer name]*,

Thank you very much for your purchase! I appreciate your quick payment. I've left positive feedback for you. We are preparing your item for shipping and I will update you as soon as possible with the tracking number.

Thanks for shopping at *[your store name]*, I appreciate your business and look forward to seeing you again soon. Have a nice day (:

Sincerely,

*[Your name]*

### **Template 2. Message after order shipped:**

Good news, *[Buyer name]*. Your order shipped on *[Date]*.

Your shipment is on the way and it will get to you in *[X]* 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 *[your 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.

Sincerely,

*[Your name]*

### **Template 3. We ship international with the global shipping program message:**

Hi *[Buyer name]*,

Thank you for contacting us! We ship internationally with eBay's global shipping program. Please proceed to check out and you will see the exact shipping cost. Please make sure your address is correct. If there is anything else I can help you with please contact me and I'll be glad to assist.

Yours,

*[Your name]*

### **Template 4. Message for cancelling order (out of stock or for any other reason)**

Hi *[Buyer name]*

Thank you for purchasing from my store.

I'm sorry to let you know but when we were processing your order we found a defect in your product and we didn't want to send you a defective item.

This is why I had to refund your payment. In the meantime, please don't order this item again until I have all the answers from the manufacturer as it was sent for further inspection.

If you decide not to repurchase then I understand.

Again, I'm very sorry about this situation and I hope you accept my apology. As I consider your satisfaction as my top priority, the feedback you provide means a lot to me.

Please let me know if there are any other issues I can help you with.

Thanks,

*[Your name]*

## **5. Message for sending an alternative item when item out of stock (or for any other reason)**

Hi *[Buyer name]*

How are you? 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.

*[Link to the alternative item]*

Please let me know which you would prefer.

Sincerely,

*[Your name]*

## **6. General Introduction Message**

Hi *[Buyer name]*

I'm very grateful that you visited my store and thank you for your purchase.

I'm doing this business because I want to help online buyers get a better buying experience and to help create a new standard of service.

If there's anything I can do for you, please don't hesitate to let me know!

Your satisfaction is very important to me.

I hope you enjoy your day :-)

Yours,

*[Your name]*

