Amazon Buyer-Seller Messaging Templates

#1 Return/Refund Assistance for Amazon.ca
Hi [BUYER_NAME],

Oh no! That's terrible news.

Absolutely, let's get that fixed. What you'll need to do is open a case with Amazon. Make sure you have your order number ([ORDER_ID]) ready.

How to contact Amazon:

1) By Internet Browser:
  a) Go to www.Amazon.ca
  b) Click on "Account" and navigate to "Your Orders."
  c) Choose the order [ORDER_ID] you'd like to return.
  d) Click "Return or Replace Items."
  e) Follow the prompts.

If that doesn't work or it won't let you return, follow these steps to contact Customer Service:

  a) Navigate to the "Help" page under "Let Us Help You" on the Amazon website.
  OR
  b) Call 1-877-586-3230.

They are available 24 hours a day, 7 days a week. I hope this helps!

Have a great day.

Best regards,
[SELLER_NAME]

#2 Return/Refund Assistance for Amazon.com

Hi [BUYER_NAME],

Oh no! That's terrible news.

Absolutely, let's get that fixed. What you'll need to do is open a case with Amazon. Make sure you have your order number ([ORDER_ID]) ready.

How to contact Amazon:

1) By Internet Browser:
   a) Go to www.Amazon.com
   b) Click on "Account" and navigate to "Your Orders."
   c) Choose the order [ORDER_ID] you'd like to return.
   d) Click "Return or Replace Items."
   e) Follow the prompts.

If that doesn't work or it won't let you return, follow these steps to contact Customer Service:

   a) Navigate to the "Help" page under "Let Us Help You" on the Amazon website.
   OR
   b) Call 1-888-280-4331

They are available 24 hours a day, 7 days a week. I hope this helps!

Have a great day.

Best regards,
[SELLER_NAME]

Product Customization/Personalization Requests

Hi [BUYER_NAME],

Thank you for reaching out about your order ([ORDER_ID]). At the moment we do not provide any customization.

That being said, we are constantly looking to improve and evolve. What would make this product better or what are you hoping to see changed?

Looking forward to your reply.

Best regards,
[SELLER_NAME]

Missing or Incorrect Items in Shipment

Hi [BUYER_NAME],

Thank you for letting us know about the missing or incorrect items with your order ([ORDER_ID]). We will do everything we can to make it right.

What you'll need to do is open a case with Amazon. Make sure you have your order number ([ORDER_ID]) ready.

How to contact Amazon:

a) Go to Amazon
b) Click on "Account" and navigate to "Your Orders."
c) Choose the order [ORDER_ID] you'd like to return.
d) Click "Return or Replace Items."
e) Follow the prompts.

I hope this helped!

Best regards,
[SELLER_NAME]

Damaged Item in Shipment

Hi [BUYER_NAME],

Thank you for letting us know about the damaged items with your order ([ORDER_ID]). We will do everything we can to make it right.

What you'll need to do is open a case with Amazon. Make sure you have your order number ([ORDER_ID]) ready.

How to contact Amazon:

a) Go to Amazon
b) Click on “Account” and navigate to “Your Orders.”
c) Choose the order [ORDER_ID] you’d like to return.
d) Click “Return or Replace Items.”
e) Follow the prompts.

I hope this helped!

Best regards,
[SELLER_NAME]

Tracking Issue Clarification (FBA)

Hi [BUYER_NAME],

Thank you for reaching out about your shipment. The tracking information for your order ([ORDER_ID]) shows the status as [SHIPMENT_STATUS].

If you’re experiencing issues with delivery, we recommend contacting Amazon directly. Here’s how:

a) Go to Amazon
b) Click on “Account” and navigate to “Your Orders.”
c) Choose the order [ORDER_ID] you’d like to return.
d) Click “Return or Replace Items.”
e) Follow the prompts.

We appreciate your patience.

Best regards,
[SELLER_NAME]

Bulk Order Inquiries

Hi [BUYER_NAME],

Thank you for your interest in purchasing in bulk. Could you let us know the quantity you're interested in and any specific requirements for your order?

Once we have the details, we'll confirm availability and share any potential options.

Looking forward to hearing from you.

Best regards,
[SELLER_NAME]

International Shipping Clarifications

Hi [BUYER_NAME],

Thank you for your inquiry about international shipping. Please note that in most cases, our products ship internationally.

Let us know if you have any questions.

Best regards,
[SELLER_NAME]

Custom Invoice Requests

Hi [BUYER_NAME],

Amazon automatically provides invoices for all orders. You can access your invoice by logging into your account, navigating to your order history, and selecting "Invoice" next to [ORDER_ID].

If you need further assistance, let us know, and we'll do our best to help.

Thank you for reaching out.

Best regards,
[SELLER_NAME]