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# 主题：索取feedback

买家收到货后自动发送给买家的邮件模板，索取feedback好评

### 10 Second Feedback Request

Hello {buyerName},

Thank you for your purchase of{productLink}. We hope the product met your expectations and you are completely satisfiedwith it.

{orderLink}

The item has been delivered successfully to you according to the tracking information from {logisticsDealerName}. If there is any problem with the order, please {sellerLink} so that we can do anything to make it right for you.

Amazon asks buyers to rate seller services based on product and delivery service. Feedback helps us to be a better seller, we'd appreciate it if you could spare 10 seconds to click the link below and rate this transaction.

{feedbackLink}

Sincerely,  
{shopName}

### Your order has been delivered! Tell us how you feel about it

Hello {buyerName},

We have noticed that your order {productName} has been delivered. Congrats!  
  
Your complete satisfaction is our number one priority. If you have any issues with your purchase, please {sellerLink} so we can have opportunity to solve any problems. As a small seller on Amazon, your positive feedback really help us and lets other customers know what to expect from us. Would you mind taking a moment of your time and share about your shopping experience?

{feedbackLink}

Again, if there are anything that we can help with, please reply to this email. Thanks again!

Sincerely,  
{shopName}

### Your order {productName} was delivered

Hello {buyerName},  
Thank you again for your order of {productLink}.  
{orderLink}  
The shipping carriernotified us that your item has been delivered.

We are contacting you to ensure that your expectations were met for your order. And as a small business, your satisfaction and feedback are huge values to our success.     
Please observe your order first. If you’re not satisfied, we would appreciate you can {sellerLink} right away and we'll immediately try to make things right for you.

To ensure quality service, Amazon requests feedback on how well we handled your order. Can you please take a minute and share your feedback if your have a positive buying experience? Thanks again for your purchase!

Please take just 10 seconds to click the link below and rate our transaction.  
{feedbackLink}

Sincerely,  
{shopName}

# 主题：索取Review

买家收到货后自动发送给买家的邮件模板，索取产品review

### Your {productName} has been delivered! Tell us how you feel about it

Hello {buyerName},

We noticed that your order {productName} has been delivered successfully!  
  
It is our desires to make you 100% satisfied with the purchase. If you have any issues with your purchase, please {sellerLink} so we can do our best to resolve any problems. We’d love hear your thoughts of how you are satisfied with the order. Could you do us a small favor and take a moment to leave a review?

We would appreciate if you would kindly leave us positive feedback with a 5 star review.To leave feedback click here {reviewLink}

If there are anything else we can do for you, please don’t hesitate to respond to this email. Thanks again!

Sincerely,  
{shopName}

### Tell us about how you liked {productName}!

Hello {buyerName},

Thank you again for your order {productName}! We are still here to support you with any issue you have with the purchase. If there are any problems with your order, please {sellerLink} by responding to this email so we can resolve your concerns.  
  
Your honest opinion matters a lot and it can be very helpful to others. If you haven't left a review yet, we would appreciate if you would spare a minute to share your experience about it to us and other customers.

{reviewLink}

Thanks again!  
  
Sincerely,  
{shopName}

### Review Request

Hello {buyerName},   
Thank you for your recent purchase of {productName}  
Since customer satisfaction is our top priority, we want to make sure that if we have provided you with excellent services. If you have any problem or concerns. Please {sellerLink} with this link, so we can take care of the issue and resolve it ASAP.   
   
Please let us know your thoughts on our product by taking less than one minute to leave us a honest review on Amazon using the link below.

{reviewLink}  
We’re looking forward to hear from you! Thanks! 

Sincerely,   
{shopName}

# 主题：下单关怀

系统监控到有新订单时自动给客户发送的邮件模板

**Thank you for your order and your shipment is on its way!**

Hello {buyerName},  
First of all, thank you for purchasing {productName} from our Amazon shop.   
We are pleased to inform you that the item is now on the way to you and will arrive soon!   
As a follow-up, if our {productName} did not meet your satisfaction in any way, please do not hesitate to contact us with your questions or remarks related to your order.  As an option, you can directly reply to this email.     
{orderLink}  
Thank you for choosing our shop and being such a valued customer!  
  
Sincerely,  
{shopName}

**Thank you for your purchase!Your order has been shipped out.**

Hello {buyerName},  
  
First of all, thank you for purchasing{productName}from us.   
We notice that the shipping status showing your order will deliver soon!   
  
Our goal is for you to be completely satisfied with this transaction. Please take a look to confirm that your item arrived safely and intact. If anything wrong with your order, please {sellerLink} immediately and we'll do whatever it takes to make thing better for you. You can reply this message to reach us.  
  
 {orderLink}  
  
We will do our best to make sure you are 100% satisfied at the end!  
Thanks again!  
  
Sincerely,  
{shopName}

# 主题：feedback差评自动回复

系统监控到收到差评后自动回复给用户的邮件模板

### Resolve Negative Feedback

Dear Buyer's {buyerName},   
   
Thank you for your recent purchase from our store.    
We are sorry to see your dissatisfied comment of our product and service. HOWEVER, we want to try our best to resolve any issue that you have and make you happy with the purchase. Would you please give us a chance to rectify your problems? {sellerLink}  
   
It would be much appreciated you can change your feedback after we rectified the problem with your order, please follow the instructions below:

1) Go to Amazon.com and log in

2) Find your reviews under “Your Profile” > “Reviews”

3) Click on the review we contacted you about

4) Select “Edit” or “Delete” Review

If there is no "Remove" option next to a review, then removal period has expired after 60 days.

Customer reviews are important to us and we value your response,and will further improve the quality of our service and products. Thank you very much for your time!   
   
Sincerely,   
{shopName}