**Dear Google Team,**

Greetings from 公司名称. I hope you are staying safe and well. I am writing to explain the account suspension / GMC suspension due to XXX, including the efforts we are working on, our brand and product, as

well as the self-check results. Thank you in advance!

Our account is suspended due to XXXX since 封号日期

Our GMC is suspended due to XXXX since 封号日期

Our Website: 网址

Our account cid:

Our Merchant Center ID:

1.Business Model:

We are a XXX city, China based company founded in 成立时间. 解释业务模式、产品从哪里采购、是否自己设计生产、是否有品牌授 权，网站定位是什么（要 说明不是做杂货铺，有品类侧重）We aim to provide

high quality products to worldwide customers. Here below are the documents prepared to show the authentication of our business to to show the authentication of our business, brand and products.

US Trademark Registration Certificate Online Checking Link: 商标注册证查询结果和证书

http://tmsearch.uspto.gov/

插入产品相关认证，质量证书，域名所有权证书

This is our Business license and domain ownership

2.Website optimization to comply with Google Ads & Shopping Policy

We started Google Ads operation since 开始做谷歌广告的 时间

Here below are the efforts we have taken to be compliant with Google ads & shopping Policy. 以下写为了符合谷歌政策，网站做了哪些修改，插入修改前后截 图

范例：

(1). We removed all promotions that may be unreliable.

(2). We have reconfirmed that our website and checkout page are secure and quickly checkout.

(3). We confirmed our contact address, phone number and email are right. And we add our China office to contact us too.

(4). We made sure that there are no redirecting links and users’ privacy data is secure with our website.

(5). We mainly focused on improving customers' buying experience. We enriched product information and updated the shipping and return policies. All we do is to ensure the accuracy of the information, improve

the customer's buying experience and to rebuild trust with customers.

i. Return Policy：

ii. Shipping Policy

3.Customer feedback

In fact, Google is one of the most important platforms to develop our global brand image and business and we value customer’s feedback and we make sure customer’s satisfaction is our top priority.

Our customer feedbacks

Our Bing Shopping happy customer review:

插入良好的客户评价/真实的第三方平台客 户评价

客服退换货邮件往来截图

This is the case with customers not satisfied with our product, and we provide a refund to this customer.

This is a customer who wants to cancel the order, before we ship it, he will get a full refund without question.

4. Photos of office, factory and warehouses

Office

插入办公室图片

Factory 插入供应商工厂图片

Warehouse in US/CN

5. Payment profile

Paypal account

举例.插入paypal账户截图

6.Other

举例.如果有亚马逊店铺或者FB主页，插入相关链接和好评

All we do is try our best to comply with Google’s policies. We would like to continue providing the values to end customers via our powerful supply chain and more. Google is really important for us to expand our

brand reputation. We appreciate your support with this matter.

Thank you in advance for your help.

Best regards,