TROUBLESHOOTING CHECKLIST

☐ Remember, when you encounter a technical issue, check Etsy Forums and Etsy Help "Known Issues" to see if yours is a common problem and if there are any work-arounds.

☐ If you can't find any information about the technical problem, go ahead and "Contact Support." Remember to keep clicking until you get to the page where you can actually submit a ticket.

☐ If someone copies your work and they refuse to work with you to resolve the issue, send a DMCA takedown notice to the hosting platform.

☐ Lack of sales? Do a shop audit:

    ☐ Is your product a good fit for Etsy? Are other sellers selling similar items?

    ☐ Is your shop complete and cohesive? (Module 1)

    ☐ Are your listings complete? (Module 2)

    ☐ Are your listing and shop images eye-catching and professional? (Module 3)

    ☐ Check your stats. Are your listings getting views from keywords that actually describe them? Is your conversion rate (sales divided by views) low?

    ☐ Are you doing any marketing or advertising? (Expert in Etsy)

    ☐ Are you engaging with your shop regularly? Consider re-listing some of your products with new keywords or new images or adding a few new listings.