

eBay on Steroids V2 Email Swipes



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Carly J Hahn
eCommerce Trainer

ebay ON STEROIDS V2



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Why Customer Service Matters

Having top rated customer service will have a major impact on your continued success in your eBay and additional eCommerce business.

It helps build trust between you and your customers.

Keeping the lines of communication open between you and your customer will have your customers coming back again and again for future sales.

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Email Message 1 – Send Immediately After the Order is Placed

Good {Morning|Afternoon|Evening},

We would like to thank you for trusting [Store Name] with your recent purchase. At this time, we would like to confirm your order of [Item Title].

You can confirm your order simply by replying to this message on eBay.

Once you have confirmed your order, as stated in the eBay listing, the processing time for shipment is [insert handling time days] business days.

Once your order has been processed and ready for shipment you will receive another email once the tracking number(s) have been uploaded to eBay.

Customer service is very important to us. If there is any issue or concern during the delivery process please reach out to us by replying to this message on eBay. We want to make sure you have a very enjoyable experience with [Store Name].

Have an Awesome {Day|Evening},

[Store Name]

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Email Message 2 – Send After You Have Uploaded Tracking Number(s) to eBay

Note: If you know the item will be delivered sooner than expected you can add the bold statement inside Email Message 2.

Good {Morning|Afternoon|Evening},

OPTIONAL. Great News, we have upgraded your order to expedited shipping at no extra cost.

Your item is due to be delivered no later than [insert date from supplier] by 8pm.

Your [Item Title] has shipped.

We have uploading the tracking details to eBay so you can track the progress.

We will update you soon with a delivery reminder.

Our customers are very important to us, at any time you need anything at all please feel free to simply reply to this message.

Have an Awesome Day!

[Store Name]

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Email Message 3 – Send the Day Before Delivery is Due to Arrive

Good {Morning|Afternoon|Evening},

Just a friendly reminder, we just received an update from the shipping carrier that your [Item Title] is due to be delivered tomorrow.

Once you have received your item please check your item and let us know if it is everything you expected or if there are any issues with the items by replying to this message.

Have an Awesome {Day|Evening},

[Store Name]



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Email Message 4 – Send After the Item(s) Have Been Delivered

Good {Morning|Afternoon|Evening},

We see that your item has been delivered based on the latest update from the shipping carrier.

We would like to ensure the delivery of your item was a good experience.

Also, please double check your item and let us know if we could provide a good shopping experience for you by replying to this message.

Again, Thank You for Your Business.

[Store Name]



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Email Message 5 – Send 2 Days After Item(s) Has Been Delivered

Good {Morning|Afternoon|Evening},

We just wanted to follow up with you regarding your latest purchase with us.

Customer service is a big part of our business and we want to ensure you had an amazing experience with us.

If there are any concerns related to shipping and delivery or the quality of the item you purchased, please reply to this message to allow us to make any adjustments to your experience prior to opening a case.

Again, Thank You for Your Business.

[Store Name]



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Email Message 6 – Send 5 Days After Item(s) Are Delivered

Good {Morning|Afternoon|Evening},

We at [Store Name], want to let you know we appreciate your business.

We have left you buyer feedback based on the experience we have had during this last transaction and look forward to doing business with you again soon.

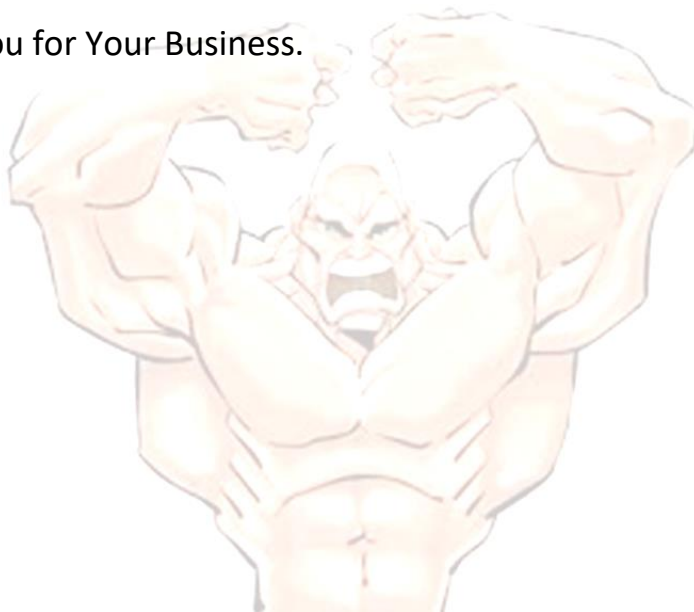
We would appreciate you leaving feedback for us based on your total experience with us.

Please subscribe to our store to stay up to date on new items and sales we have periodically.

[Insert Link to Store]

Again, Thank You for Your Business.

[Store Name]



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Conclusion

Staying in constant contact with your customers through their buying experience will do 3 things:

1. Builds Trust for Future Sales
2. Increases Customer Feedback
3. Prevents Returns

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