# תבנית הודעות שירות לקוחות – דרופשיפינג ומכירות באינטרנט.

# \* שימו לב שעליכם לבצע התאמות ושינויים בהתאם למוצרים שאתם מוכרים והרלוונטיות של הבעיות.

1. בוצעה הזמנה – הודעת אישור הזמנה ווידוא כתובת:

Hello my Friend.
This email is to confirm your order on 31/07/2019.

Shipping address confirmation:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tracking information will be updated soon.

if you have any questions, please don’t hesitate to reply here.

good day.

Global Boutique.

1. הודעה על מוצר שנשלח:

hello my friend.
thanks again for your purchase.
you are in great hands! don't worry.
we have dispatched your item today.
this is the tracking number - \_\_\_\_\_\_\_\_\_\_ via USPS carrier.

And has been uploaded to eBay.
please allow 1-2 days for the info to be updated.

good day.

1. בקשה להשאיר פידבק:

Hello my friend,

Our records show that your item has been delivered. we wanted to know if everything is o.k.?

And if you liked our product would you please kindly leave us a 5-star positive feedback. If something is wrong, please tell us so we can work it out for your satisfaction.

Good day.

Global Boutique

1. בקשה להשאיר פידבק נוסח 2:

Hello my friend,

can i steal a minute out of your time, and ask you to leave us 5-star positive feedback?

i will be extremely thankful.

thanks!

1. הזמין דגם ספציפי ונשלח אליו משהו אחר (הטעות התגלתה על ידכם, טרם הגעת המוצר ללקוח):

Hello Jonathan,

I regret to inform you that there was a little mix-up with your order, and our fulfillment center shipped you a model that is slightly different from the one you order.

this information just arrived to me and I am very sorry for that.

I would like to offer you 2 solutions for your choice-

A. Keep the watch if you like it and i will issue you 10$ refund as compensation, once the product arrives to you.

B. ship the watch back, and i will refund you completely.

please let me know what you think and want.

I am very sorry and i want you to know that customer satisfaction is very important to me.

i hope you understand,

1. המוצר ממתין ללקוח בדואר:

hello my friend,

I received notification that your package has arrived at your local post office, and there was an attempted delivery to you.

would you mind go to your local post office and collect it?

this is the tracking number- LX296537549US

if no one will collect it, the package will be sent back.

If you have any questions, please let me know.

Thanks.

1. ביטול הזמנה על ידכם – גיליתם שהמוצר חסר במלאי.

Hello my friend, and thank you for your order.

it seemed to be a slight problem, and one of my employs, didn't updated the item page that the shipping time for this watch is longer than usual – 30+ days/ no longer available.

customer satisfaction is our top priority.

that is why I canceled the order for you and refunded you completely.

if you like, I want to offer you 5% discount on all the other items on our shop,

Just message me with the desired watch, and I will arrange the offer.

I hope you will understand, sometimes there are things we can't control in.

yours,

\_\_\_\_\_\_\_.

1. זמין מוצר ועכשיו שואל מתי הוא יישלח בפועל:

Hello my friend,

Handling time takes 3-4 days. don't worry, your order is being taking care of and is still processing,

You will get an email once we shipped your order.

You should know we send our items via trusted carriers such as USPS and DHL with tracking number, so rest assure you will get your item soon.

I hope this helps! Please let me know if there is anything else I can assist you with, have a great day!

Name\_\_\_\_\_\_\_.

1. לקוח מבקש לבטל את ההזמנה זמן קצר לאחר שהזמין:

Hello my friend,

i already transfer the order to my supplier yesterday.

right now, I sent him a cancel request.

i will let you know if it is still possible to cancel.

if he already shipped the item, then I'm afraid it is not possible to cancel.

but if you still want to cancel, we will need to issue a return, and after you will ship the watch back to me, I can issue you the full refund.

I will let you now once i have any news from my supplier.

o.k.?

sorry,

good day.

1. לקוח מבקש החזרה אחרי שקיבל את המוצר:

Hi \_\_\_\_,

Thank you for letting us know.

Please see the attached pre-paid return label.  Once we receive the item back and verify it is unworn, the return will be processed, and a full refund will be issued.  If the item is worn and you feel it may not pass through our inspection, please send me a quick picture so I can make sure we can get you your refund once it arrives.

Please note the return process can be up to **7-10 business days** after your item has been delivered back to our warehouse.

We are sorry it did not work out for you, and please let us know if you have any questions!

1. לא ניתן לשלוח למדינה:

Hello my friend and thanks for your order.

I am truly sorry, but currently we do not offer shipping to your country.

I hope you understand, i am terribly sorry for the inconvenience.

Would you like to sign up for our subscribe list? we'll inform you once shipping to your country will be available.

sincerely,

name\_\_\_\_\_\_\_\_

1. לקוח מאוכזב מהמוצר:

Hello \_\_\_\_\_\_\_,

Thank you for your purchase. Our top priority is customer satisfaction and we do
our best to make every transaction as pleasant as possible.

Unfortunately,
sometimes things go wrong due to circumstances beyond our control.
We do not want you to be disappointed. The option we can offer you now is a UPS pickup from your address (free of charge, covered by us), and when the item has been processed back in our warehouse, we will issue you a refund by canceling the order.

Please let us know your thoughts.

Thanks,

1. המוצר לא הגיע ללקוח:

Hello \_\_\_\_\_\_.

We are sorry you did not receive your package yet. Problems do not usually occur

with our couriers.

We will refund your account by canceling your order. We will send you an order

cancelation request and when you confirm this, the refund will be issued

automatically.

If you do receive the package in the meantime, please let us know.

Best wishes.

1. המוצר תקוע במכס:

Hello my friend,
i am so Sorry to hear that! and i understand your disappointment.

Don't worry, your tracking shows that the item is still on the way! Sometimes the tracking does not update until the item has cleared customs in your country.

Please track below.
Tracking link: https://tools.usps.com/go/TrackConfirmAction!input.action?tRef=qt&tLc=1&tLabels=XXXXXXX
Tracking #: xxxxxxxx

We estimate 14-20 business days after your package has been shipped. However, sometimes the customs process may take longer. Your tracking will not update until it clears customs and is set for delivery. Once the package has left the hands of the carrier and it is in the destination country, we are at the mercy of the customs and postal delivery service.
Is it possible for you to contact the Postal office or costume office at your country, as they may be holding your package...?

please keep me informed,

\_\_\_\_\_\_\_\_

1. לקוח מדווח שהמוצר לא הגיע- אבל ברישום מעקב רשום שכן הגיע:

 Hello dear friend,

UPS records show that your package was delivered.

Please check with your family and neighbors. If the package is not found, contact

UPS with the tracking number you were provided.

Please feel free to contact us if you need any further assistance.

Best wishes

1. לקוח ישראלי - חבילה בדואר ישראל מחכה לאיסוף:

Hello my friend,

I received notification that the watch has arrived at your local post office.

It says, the watch is in דבר הדואר האמור הגיע בתאריך 08/11/2016 ליחידת הדואר עראבה אשר בעראבה לשם מסירתו לנמען. (מספר מדף ג-99)

Can you check at your local post office?

I want to make sure you get the item safe.

Yours truly,

Name\_\_\_\_\_\_\_.

1. מבקש להצהיר על חבילה זולה יותר כדי להימנע ממכס:

Hi friend,
Thank you for your interest.
I understand you would like to declare the item price to 30$ for costume purposes. I am very sorry, but I can only declare this item down to 129.99$, as i need to comply with the U.S.A costumes laws.

Also, As I am familiar also with Israeli costume, there is a good chance the item won't be picked up by the costume office(as I sold many watches to Israelis), plus if it would be picked up, I assume the tax price is not very high.

I hope you understand

1. החבילה מתעכבת ועדיין לא הגיעה -

Good morning,

my friend I want to tell you again that I sincerely apologize for the delay regarding your order.

I have tried investigating about your issue and found out that your order is still in transit to the destination. Your tracking details should update very soon.

please allow 5-7 business days and reach out again to your customs as well as local post office regarding the package.

Rest assured that you will receive your order as soon as possible.

after that, if there is still a problem contact me, and keep calm you will receive a solution.

 Name\_\_\_\_\_\_.