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## Acompanhamento

*Hello [nome do cliente]*

*we hope you are having a great day so far!*

*We wanted to touch base and let you know we are still working on getting this situation resolved, but we still need a little more time.*

*This issue has not been forgotten and we are working diligently to get this solved.*

*Thank you very much for your patience in the meantime.*

*Sincerely,  
[seu nome]  
[sua loja]*

## Agradecer ao Cancelamento

*Hello [nome do seu cliente],*

Thank you very much for your response and understanding.

Order canceled. Funds released.

Should you have any question feel free to let us know.

Sincerely,  
[seu nome]  
[sua loja]

## Confirmação de Envio

Hello [**Nome do Cliente**],

We've received your message regarding shipment tracking information for order [**número da ordem**]. Listed below is the requested information.

-----  
Carrier: [**Transportadora**]  
Tracking number: [**número do rastreamento**]  
Shipping status: [**status do envio**]  
Shipping date: [**data de envio**]  
Deliver by date: [**previsão de recebimento**]  
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Sincerely,

[Seu nome]

## Solicitar Cancelamento do Pedido

Dear **[nome do cliente]**

This email is regarding your order no. **[número da ordem (pedido)]** which you placed with **[sua loja]**.

Thank you for giving us the opportunity to serve you.

We regret to inform you that, unfortunately, the item you ordered is unavailable at the moment. This usually happens when there are visible damages to the packaging and it's likely the item is affected, or the warehouse hasn't received the shipments as expected.

Given this regrettable circumstance, we will not be able to fill your order. We would never knowingly ship a product that doesn't meet our quality standards.

We don't have a specific date to replenish our inventory of this item at the moment.

We would like to advise you to cancel your order as soon as possible with us so we can refund your money immediately. We much rather give your money back as soon as possible.

To cancel your order, please go to your Amazon orders and select "cancel items" under this order number. Any reason you select is fine.

In the meantime, we will keep checking with other distributors if they can supply us with more units. In the case we are able to purchase a new batch, we will do everything we can to ship it to you within the promised arrival date and will email you to let you know.

Thank you very much in advance for understanding the situation and we are sorry.

Regards,

**[seu nome]**

**[sua loja]**

Customer Satisfaction Team

## Quando consegue processar a ordem após solicitar o cancelamento

Dear [nome do cliente],

Please disregard our previous message.

We were able to rush an order from our supplier to send it to you.

Your order is now in the fulfillment process and we will let you know once the order ships.

Thank you again for your business. We sincerely appreciate it.

Regards,  
[seu nome]  
[sua loja]

## Responder à solicitação de retorno

Hi [seu nome],

this is [seu nome] with [sua loja]. I hope all is well.

Firstly, we would like to thank you very much for your order. We sincerely appreciate your business.

We are sorry to hear you no longer want your "[nome do produto]

I have authorized your return request and also attached an extra return label here just in case.  
This is the return label tracking - \*[transportadora]\* # \*[número do rastreador]\*

We wanted to let you know that, sadly, \*[transportadora]\* doesn't offer us free return shipping. The total return shipping costs is \$\*(insira o valor)\* dollars, which will be deducted from your refund. Unless the item arrives damaged, we need to charge this small return shipping fee as this is what \*[transportadora] charges.

*You can return the item in the same box it arrived. Please make sure to cover all barcodes on the box before attaching the new label. Drop it off at the nearest **\*[transpotadora]\*** location.*

*The sooner you ship, the quicker we can give your money back.*

*Again, thank you and please feel free to reach out to us if you have questions.  
Thank you again.*

*Regards,  
[seu nome]  
[sua loja]  
Customer Satisfaction Team*

## **Solitação de Cancelamento Depois de Enviado**

*Hi [nome do seu cliente]*

*this is [seu nome] with [sua loja]. I hope all is well.*

*Thank you very much for your order and for giving us the opportunity to serve you.*

*We are sorry to hear you would like to cancel [nome do produto].*

*We process the orders and send them to our fulfillment warehouses as soon as they come in. We do this to make sure our valued customer receive their items even before the promised delivery date.*

*We sent a cancellation request to the warehouse for your order. However, it is very unlikely we will be able to stop it from being shipped out.*

*If we are not able to cancel, we will confirm the shipment on Amazon and you will be aware of when it's supposed to arrive. What you can do, is try to catch the delivery person and let them know you would like to refuse delivery, and they will return the package to us.*

*If that fails, and you decide you really don't want the item, we'll gladly assist you with the return process.*

*Please let us know if you have any further questions in the meantime.*

*Regards,*

*[seu nome]*  
*[sua loja]*  
Customer Satisfaction Team

## **Solicitar retirada de A-Z Claim**

*Hi [nome do cliente],*

*We hope you are having a great day so far.*

*It is with great regret we see you filed a claim against our store on Amazon. We pride ourselves of taking great care of our customers and we are truly disappointed in ourselves that it came to this point.*

*We are sincerely sorry you never received your order. According to the tracking information, the carrier lost the package. We rarely have these types of issues and were simply waiting for your response to see if you'd prefer a refund or replacement.*

*We will issue a full refund. We understand this is not about the money, but we would also like to offer you a \$10 dollars Amazon gift card for the inconvenience.*

*That being said, we really hope we can solve this amicably. Claims against our store make us look really bad in the eyes of Amazon and heavily affects our performance. I know this may sound cliché, but selling on Amazon is our primary source of income and that's how we support our families.*

*We would sincerely appreciate if you could withdraw the claim prior to us applying your full refund. If we refund the order while the A-Z claim is open, Amazon will consider it as we are unable to take care of our customers and we will be penalized.*

*To withdraw the claim:*

- 1-Go to Your Orders.*
- 2-Locate your order in the list and select Order Details.*
- 3-Select Get help with order on the order summary page.*
- 4-Select Cancel refund request.*
- 5-Follow the prompts to complete the request.*

*We will fully refund you as soon as the claim is withdrawn.*

*You can always re-open the A-Z claim for any reason. Please let us know if you are able to do it.*

*If you don't think this is fair enough for you, and you'd rather not to withdraw the claim, please let us know immediately and we will take the hit from Amazon, but give your money back right away.*

*Thank you very much for your consideration. Again, we apologize we weren't able to get it right the first time around.*

*We look forward to hearing back from you.*

*Sincerely,*

***[seu nome]***

*Customer Service Satisfaction Manager*

***[nome da sua loja]***