

# HANDLING RETURNS



# How Returns Work

- Your client is the Amazon buyer, so the return request will come from Amazon
- But the product they got came from elsewhere (Best Buy for example)



# Thoughts On Returns

- Amazon always sides with customers
- Message the customer to check if they need assistance using the product
- If they don't need assistance, just allow the return



# Possible Resulting Scenario

- You return all the money to the Amazon buyer
- You may or may not lose all the money for the Best Buy purchase
- The Amazon buyer can ship you the product to your home so next time you sell it, you just ship that one



# If You Don't Get The Product Back

- If the customer said they never got the product (fraud or loss or any other error)
- You have to ship it again, so in rare cases you might lose the entire cost of the product



# You Mostly Cover Their Shipping

- You can have a prepaid return shipping label sent to them
- As a high-volume shipper, you can get cheap shipping rates
- Offer returns, keep customers happy, and keep your seller rating high, and stay in good standing with Amazon

