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Selling on eBay - Customer Service

Dealing with customers is something you cannot avoid if you want to have a business. However, all of the training tools in the world cannot prepare you for the frustration of dealing with a problematic customer. Knowing how to sell on eBay is a lot more than just creating listings and shipping out items. Those who don't take the time to learn how to deal with customers properly can get into some unwanted trouble pretty quickly.

You have to be able to keep a cool head no matter how the customer talks to you. To see if an eBay course is complete, see if they cover dealing with customer problems. One key thing is making sure you are professional at all times when dealing with problem customers.

Some people who are just learning how to sell on eBay may think that it does not matter, as they would not want that customer back anyways. When dealing with the problem situations in the correct manner, confusion may be cleared and the customer could in fact turn out to be a return customer that no longer gives you any problems. If the customer is truly a bad customer all around then they are probably a bad customer for all of the sellers that they complete transactions with.

If you don't want current and future customers to look upon you poorly, make sure you are cool and collected when responding. Your eBay buyers will look at your feedback. They will see how you interact with other buyers. If you leave mean or hateful feedback replies, other customers will not want to do business with you. Even though it would make you feel good, it's not a good business strategy in the end.

So what is someone who is just learning how to sell on eBay supposed to do when they get a bad customer? Try to repair the situation. If there is no indication that this is a cycle for this buyer then see if there is something that you can do to resolve the situation. You want to put the fire out without making too much of a big deal out of it. Of course, there are always going to be those situations where things simply cannot be fixed. Keep in mind that this is not the norm, and after thousands of eBay transactions, we've had hardly any problems, it's just good to be prepared.

Jesse Holmes is an eBay PowerSeller who has been [making money on eBay](#) for more than 3 years. Before you start to sell on eBay, you need to check out his excellent free eBay Business Start Up Kit, showing you step by step how to [learn to sell on eBay](#).

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