

Published based on [How To Deal With Bad Comments On E Bay As A Seller?](#)

# **How To Deal With Bad Comments On E Bay As A Seller?**

E bay's feedback system is the backbone of sellers' success. All the top sellers have large quantities of positive feedback. On the flip side, negative feedback can hurt sales and prevent businesses from taking off. The feedback system was intended to be a collection of impartial reviews of the performance of buyers and sellers. If a buyer pays quickly, their seller will leave positive feedback. If a seller ships quickly, their buyer will leave positive feedback. This way, future buyers and sellers can get the scoop on who to buy from and who to avoid, from people who have been there.

Negative feedback has an enormous impact on sellers in particular. If your feedback score falls below the nineties, or even into the lower ninetieth percentile, buyers might take their business elsewhere. But what if you feel like the negative feedback was unjustified? Maybe the buyer was just unpleasant to work with, or had unrealistic demands. As a seller, do you have any recourse?

By no means make the mistake of arguing with or harassing prospects who depart you damaging suggestions, deserved or not. Nothing appears to be like more unprofessional than a vendor and purchaser combating back and forth over feedback comments. It's understandable that for you to be angry or emotional when hit with unfavorable suggestions, especially should feel that you did nothing wrong. But for the sake of your professional repute, learn to overcome those feelings earlier than responding. Employ the 24 Hour Rule; that's, don't make a reply till you have had a day to cool down.

Once you do reply to unfair comments, stick to the facts. If the client claims that the item was not as described, level out that every defect was rigorously documented within the item's description. In the event that they complain about late delivery, post the delivery dates as well as the delivery agreement that they agreed to once they bought the item. Never use private comments, only facts.

For those who did make a mistake that earned you detrimental suggestions, reply with courtesy. Apologize for the trustworthy mistake you made, and point out that you weren't given a chance to rectify the state of affairs earlier than feedback was left. Such a step could make patrons more sympathetic to your situation.

There are right ways to cope with unfavorable suggestions on e bay. So long as you respond with class and professionalism, you'll be able to decrease the harm to your reputation.

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