

## **Seller**

# **How do I resolve the complaint from a buyer that I want to exchange or return on my sale in the Marketplace?**

Access your account by clicking My Account

After searching for My Sales in Marketlace

You can use the Swap or Return Status filter to view orders

In the Order line click on the View button

In the product line you can check the reason and if the buyer wants to exchange or return

If the customer requests the exchange or return it is their responsibility to provide the return label or reimburse the buyer

You can communicate with the buyer in the comment field on the request.

If both parties do not agree, they may request moderation from the administrator to decide or resolve this case.

Comments: It is prohibited to send contact information, telephone, website, link, email or html in this field

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