

Terms of Use of Customer Service by Amazon

亚马逊客户服务使用条款

Customer Service by Amazon (“CSBA”) is a service in which Amazon customer service (“Amazon CS”) communicates with customers on behalf of sellers, targeting professional overseas sellers. Instead of communicating directly with customers, a Seller who uses CSBA (“Seller”) can have Amazon CS act on its behalf for items covered by CSBA (“CSBA Merchandise”), if within the scope of the terms and conditions prescribed by Amazon. The Seller agrees to comply with the following requirements when using CSBA. Further, the Amazon Service Business Solutions Agreement and policies shall preferentially apply to matters unspecified in these Terms.

亚马逊客户服务 (CSBA) 是亚马逊客户服务人员 (“亚马逊客服”) 代表卖家与客户沟通的服务, 针对专业的海外卖家。在亚马逊规定的条款和条件范围内, 使用亚马逊客户服务的卖家 (“卖家”) 可以让亚马逊客服代表其处理亚马逊客户服务范围内的商品 (“亚马逊客服商品”)。卖家同意在使用亚马逊客户服务时遵守下述要求。此外, 《亚马逊服务商业解决方案协议》和政策应当优先适用于本条款中未规定的事项。

Terms of Use of CSBA

亚马逊客户服务使用条款

To use CSBA, the Seller must comply with the terms of use set forth below. In the event of non-compliance, or if Amazon deems that the Seller’s use of CSBA is inappropriate, Amazon may, at its discretion, suspend or disqualify such Seller from using CSBA.

若使用亚马逊客户服务, 卖家必须遵守下述使用条款。如卖家存在不遵守的情形, 或亚马逊认为卖家的亚马逊客户服务使用是不适当的, 亚马逊可以自行中止或取消该卖家使用亚马逊客户服务的资格。

1. The Seller shall Satisfy the Following Terms and Conditions

卖家应当满足下述条款和条件:

The Seller is required to satisfy the following terms and conditions, and shall promptly notify Amazon in the event of any change. Further, in the event of non-compliance, Amazon may, at its discretion, suspend or disqualify such Seller from using CSBA.

卖家应当满足下述条款和条件, 并且如有任何变动应当及时通知亚马逊。此外, 如卖家存在不遵守的情形, 亚马逊可以自行中止或取消该卖家使用亚马逊客户服务的资格。

- The seller's account is created in Amazon.co.jp and the type of that seller's account is a professional seller's account.
卖家的账户类型为专业卖家账户。
- The Seller shall comply with these Terms and the policies set forth by Amazon, and the Seller's account is stable and operational.
卖家应当遵守亚马逊制定的本条款和政策，并且卖家的账户应当稳定且可操作。

2. Terms and Conditions of CSBA Merchandise, and Provision of a Traceable Order Tracking Number

亚马逊客服商品的条款和条件，以及提供可追踪订单的追踪单号

CSBA Merchandise shall be limited to that which is shipped by the Seller. In an order placed for CSBA Merchandise, the Seller must enter a traceable order tracking number provided by the shipping carrier at the time it "sends a shipment notice." When the buyer inquires the delivery status of the item, Amazon CS will respond to the buyer based on the traceable order tracking number. If it is found that such order tracking number was not entered, Amazon may take such measures as responding to the buyer or cancelling the order in accordance with the policies set forth by Amazon, and, at its discretion, suspend or disqualify such Seller from using CSBA.

亚马逊客服商品应当限于卖家自发货的商品。在亚马逊客服商品订单中，卖家必须输入一个可追踪订单的追踪单号，该追踪单号由货运承运人在“签发装运通知”时提供。当买家查询商品的发货状态时，亚马逊客服会根据可追踪订单的追踪单号回复买家。如发现该订单的追踪单号没有被输入，亚马逊可以根据亚马逊制定的政策，采取回应买家或取消订单的措施，并且可以自行中止或取消该卖家使用亚马逊客户服务的资格。

3. Provision of Valid Contact Information and Response within 24 Hours

提供有效的联系信息和 24 小时内回复

Amazon CS responds to inquiries from buyers within the scope of the terms and conditions prescribed by Amazon. For inquiries on items themselves or when confirmation of information held by Seller is otherwise required, Amazon CS may contact the Seller by email or telephone as needed (language: Chinese). For this reason, the Seller must provide valid contact information, and respond within 24 hours (including weekends and holidays) after being contacted by Amazon CS. If the Seller fails to respond, Amazon CS may take such measures as responding to the buyer or cancelling the order in accordance with the policies set forth by Amazon, or Amazon may, at its discretion, suspend or disqualify such Seller from using CSBA.

亚马逊客服在亚马逊规定的条款与条件范围内回应买家的询问。对于商品本身的询问或需要确认卖方掌握的信息，亚马逊客服可根据需要通过电子邮件或电话联系卖家（语言：中文）。因此，卖家必须提供有效的联系方式，并且在亚马逊客服联系后 24 小时内回复（包含周末和节假日）。

如卖家未作出回应，亚马逊客服可以根据亚马逊制定的政策，采取回应买家或取消订单的措施，或亚马逊可以自行中止或取消该卖家使用亚马逊客户服务的资格。

4. Consent to Performing Operations on Seller's Behalf in Seller Central

同意代表卖家在卖家后台执行操作

The Seller agrees that Amazon CS may perform operations in the Seller's Seller Central that are necessary for providing CSBA, and agrees to exempt Amazon from all damages arising out of such operations.

卖家同意，亚马逊客服可以在卖家的卖家后台执行提供亚马逊客户服务所需要的操作，并同意免除亚马逊由此类操作引发的所有损失。

5. Restrictions on Intervention in Amazon CS

对亚马逊客服干预的限制

The Seller shall not intervene in any communication between Amazon CS and the buyer or give instructions to Amazon CS. Amazon CS may contact the Seller by email or telephone as needed (language: Chinese) in accordance with these Terms and the policies set forth by Amazon.

卖家不应当干预亚马逊客服与买家之间的任何沟通或给亚马逊客服任何指示。亚马逊客服可以根据亚马逊制定的本条款与政策，根据需要通过电子邮件或电话联系卖家（语言：中文）。

6. CSBA Fee

亚马逊客户服务费用

Seller shall pay to Amazon, for the duration of using CSBA, a CSBA fee as consideration for customer service provided on behalf of the Seller in accordance with these Terms and the policies set forth by Amazon, using the same method and at the same time as the sales commission and the like paid to Amazon by service user as set forth in the Amazon Services Business Solutions Agreement.

在使用亚马逊客户服务期间，作为依据亚马逊制定的本条款和政策代表卖家提供的客户服务的对价，卖家应当向亚马逊支付亚马逊客户服务费用。计费方式和付款时间与届时的《亚马逊服务商业解决方案协议》中规定的服务使用方支付给亚马逊的销售佣金或类似费用相同。

7. Start Date of CSBA

亚马逊客户服务的起始日

CSBA will be provided after completion of the application to use and Amazon's completion of necessary screening. Inquiries from buyers placed thereafter shall be handled by Amazon CS, and inquiries from buyers placed before that shall be handled by the Seller on its own.

亚马逊客户服务将在卖家完成使用申请且亚马逊完成必要筛查后提供。此后的买家询问将由亚马逊客服处理，之前的买家询问由卖家自行处理。

8. Adjustment of Returns/Refunds, and Consent to Claims Against the Account

退货/退款的调整，以及对账户索赔的同意

Inquiries regarding CSBA Merchandise will be handled by Amazon CS on behalf of the Seller, within the scope of the terms and conditions prescribed by Amazon. Amazon CS will make decisions at its discretion on the method of handling matters including the necessity of returns and refunds. The Seller agrees that, as a result of Amazon CS making returns or refunds as CSBA, the relevant amount would be claimed against its account. Amazon A-to-z Guarantee is not covered by CSBA.

在亚马逊规定的条款和条件范围内，关于亚马逊客服商品的询问将由亚马逊客服代表卖家处理。亚马逊客服将自行决定处理事宜的方式，包含退货和退款的必要性等。卖家同意，作为亚马逊客服提供亚马逊客户服务时进行退货或退款的结果，其账户将被索赔相应金额。亚马逊商城交易保障索赔不在亚马逊客户服务范围内。

9. Conditions Precedent to Termination of CSBA

终止亚马逊客户服务的先决条件

Amazon will stop provision of its services under CSBA at the time of the Seller's application to stop the services. Inquiries from buyers placed thereafter shall be handled by the Seller on its own.

当卖家提出停止服务的申请后，亚马逊将停止提供其在亚马逊客户服务项下的服务。之后提出的买家询问应由卖家自行处理。

10. CSBA Customer Service Records

亚马逊客户服务客户服务记录

Communications between buyers and Amazon CS are not recorded at Seller Central, and cannot be viewed by the Sellers.

买家和亚马逊客服间的沟通将不会在卖家后台被记录，卖家无法浏览。

11. Representation and Warranty 陈述保证

The Seller shall represent and warrant that the information provided by the Seller to Amazon is accurate and complete. The Seller shall be liable for any Claims or the like against the buyer due to insufficiency or inaccuracy in the information provided by the Seller to Amazon.

卖家应当陈述并保证其向亚马逊提供的信息是准确且完整的。卖家应对任何因其向亚马逊所提供信息不完整或不精确导致的针对买家的索赔或类似情形负责。

12. Language 语言

Amazon may make available translations to this terms and conditions and the applicable policies for CSBA, but the Chinese version will control.

亚马逊有权将本条款和条件及可适用的 CSBA 政策翻译成各种语言版本，但中文版效力优先。

13. Modification 修改

Amazon reserves the right to change, suspend or terminate this terms and conditions and applicable policy for CSBA, and you agree to comply with such determination. Amazon will not be liable for any damages or compensations whatsoever.

亚马逊保留修改、暂停或终止本条款和条件及可适用的 CSBA 政策的权利，且您同意遵守此类决定。亚马逊对不论何种形式的损失或赔偿不承担责任。