



YOUR ETSY SHOP
HOW TO GET
5-STAR
REVIEWS

Get 5-Star Reviews Checklist



- Create exceptional digital products
- Provide stellar customer service
- Send follow-up messages
- Share social proof
- Showcase your expertise
- Write clear listing descriptions
- Set clear expectations
- Respond quickly to messages
- Encourage feedback
- Respond to negative reviews positively

Template To Request Reviews

Hi **[CUSTOMER NAME]**!

Thank you so much for choosing **[DIGITAL PRODUCT NAME]**. I appreciate your support for my small business.

I wanted to reach out and let you know that I'm here to assist you with anything or answer any questions you may have.

Also, I am always striving to make my shop the best it can be for my customers. So, if you have any feedback please let me know. If you love the product, then it would be great if you could leave a review at www.etsy.com/your/purchases. Your review will help my small business grow and improve!

To say thank you for your support, please enjoy a 5% discount on your next purchase. Simply use the promo code: **[PROMO CODE]**. Feel free to share this discount with your friends and family as well.

Thank you so much for choosing my shop and for your trust in me!

Warm regards,

[YOUR NAME]



Template To Request Reviews

Hi **[CUSTOMER NAME]**!

I wanted to reach out and check if you've had a chance to try out your digital coaching product. I hope it's been helpful to you!

If you're happy with your choice, I would be thrilled if you could leave a review for me and my Etsy shop. Your feedback means a lot to me and helps me to serve my customers better.

You can leave a review directly by visiting this link:
<https://www.etsy.com/your/purchases>.

Thank you so much for your time and support!

Warm regards

[YOUR NAME]



Template To Request Reviews

Hi **!CUSTOMER NAME!**

I hope this message finds you well and that you're enjoying using your digital coaching product. 😊

I wanted to take a moment to say thank you for your support and let you know how much I value your feedback. I want to provide the a great experience for my customers, and your feedback helps me achieve that.

If you found my product helpful, would you share your experience with others? Your review can make a difference and help others discover the value of my coaching products.

Leaving a review is super easy! Click on the link below, and it will take you to your Reviews page: <https://www.etsy.com/your/purchases>

Your review will brighten my day and also help me refine my products, making them the best they can be for you.

Thank you so much for your time, trust, and support. If there's anything else I can assist you with, please reach out – I'm always here to help.

Wishing you continued success and happiness in your business!

Warm regards,

[Your Name]

[Your Etsy Shop Name]



How To Respond To 5-Star Reviews

Hi **[CUSTOMER NAME]**!

Thank you so much for your incredible 5-star review! I'm thrilled to hear that you found value in my coaching digital products. Your kind words mean a lot to me and inspire me to keep creating resources to support your growth and success. If you ever need any further assistance, please reach out. Wishing you continued progress on your journey!

Hi **[CUSTOMER NAME]**!

I am so grateful for your glowing 5-star review. It's fantastic to know that my coaching digital products have had a positive impact on your life. Your feedback motivates me to continue providing valuable resources to empower and guide you. If there's anything else I can do to support you, please feel free to reach out. Thank you again for your trust and support!

Hi **[CUSTOMER NAME]**!

Your 5-star review absolutely made my day! Knowing that my coaching digital products have helped you is the ultimate reward for me. I appreciate your trust in my expertise and I'm thrilled to have been a part of your journey. If there's anything more I can do to assist you, please don't hesitate to ask. Wishing you continued growth and success!

Hi **[CUSTOMER NAME]**!

Thank you for taking the time to leave a wonderful 5-star review for my coaching digital products. Your feedback means the world to me! I'm so glad that my resources have been beneficial to you and supported you on your path. Should you have any questions or require further guidance, please feel free to reach out. Your success is my utmost priority!

Hi **[CUSTOMER NAME]**!

I'm overjoyed by your incredible 5-star review! It's truly rewarding to hear that my coaching digital products have exceeded your expectations. Your feedback fuels my passion to continue delivering high-quality resources to help you achieve your goals. If there's anything else I can do to assist you in your journey, please don't hesitate to ask. Thank you for choosing my shop!

How To Respond To 5-Star Reviews

Hi **[CUSTOMER NAME]**!

Thank you from the bottom of my heart for leaving a fantastic 5-star review for my coaching digital products. Your kind words are a testament to the impact they have had on your life. I'm here to support you every step of the way, so if there's anything more I can do for you, please reach out. Your success and satisfaction mean everything to me!

Hi **[CUSTOMER NAME]**!

Your 5-star review has made my day brighter! I'm delighted to hear that my coaching digital products have been valuable to you. Your feedback encourages me to continue developing resources that cater to your needs. If there's ever anything else I can assist you with or if you have any questions, please feel free to get in touch. Thank you for your trust and support!

Hi **[CUSTOMER NAME]**!

I'm absolutely thrilled to receive your outstanding 5-star review for my coaching digital products. Your kind words validate the effort I put into creating resources that make a positive difference in people's lives. I'm here to assist you in any way possible, so please don't hesitate to reach out if you need further guidance or have any questions. Thank you for being a valued customer!"

Hi **[CUSTOMER NAME]**!

Your incredible 5-star review has truly touched me. It's a privilege to have played a part in your journey and to know that my coaching digital products have been instrumental in your growth. Your satisfaction is my priority, so if there's anything else I can do to support you, please feel free to ask. Thank you for your trust and for being an amazing customer!"

Hi **[CUSTOMER NAME]**!

Thank you so much for leaving a glowing 5-star review for my coaching digital products. Your feedback is incredibly uplifting! I'm thrilled that my resources have resonated with you and provided the guidance you needed. Should you require any further assistance or have any questions, please don't hesitate to reach out. Your success is my greatest reward!

How to Respond To a 1-Star Review

Hi **ICUSTOMER NAME!**

Thank you so much for reaching out and sharing your feedback with me. I appreciate your honesty and I'm sorry to hear about your less than stellar experience with my digital products. I take pride in providing excellent customer service, and it's disheartening to know that I missed the mark this time.

I'd love the opportunity to make things right and address any issues you encountered. I value you as a customer and want to ensure your complete satisfaction.

Could you kindly provide me with some more details about the specific problem you faced? I want to understand the situation and work towards a solution that meets your expectations. You can reach out to me at [email], or I can continue the conversation through Etsy messages – whatever works best for you.

My main aim is to give you a positive experience and ensure that you get the value you deserve from my products. I care about your satisfaction and want to make things right for you.

Once again, I apologise for any frustration or inconvenience caused. Your feedback is valuable to me as I strive to improve my products and services.

I'm looking forward to hearing from you and resolving this matter for you.

Warmest regards,

[Your Name] [Your Etsy Shop Name]



How To Respond To 1-Star Reviews

Hi **[CUSTOMER NAME]**!

Thank you for sharing your feedback. I'm truly sorry to hear that you had a disappointing experience with my coaching digital products. Your satisfaction is important to me, and I would love the opportunity to address your concerns. Please reach out to me directly so that I can better understand the issues you encountered and work towards finding a solution. Thank you for bringing this to my attention.

Hi **[CUSTOMER NAME]**!

I appreciate your honest review, and I'm sorry for any inconvenience you've experienced with my coaching digital products. Your feedback helps me improve, and I'm committed to making things right for you. I would appreciate the opportunity to discuss your concerns in more detail. Please contact me so that we can work towards a resolution. Thank you for your understanding.

Hi **[CUSTOMER NAME]**!

I'm sorry to hear that your experience with my coaching digital products didn't meet your expectations. I value your feedback, as it allows me to continually improve and provide a better experience for my customers. I would like to personally address your concerns and find a solution that satisfies you. Please reach out to me at your convenience, and I'll do my best to make things right. Thank you for bringing this to my attention.

Hi **[CUSTOMER NAME]**!

I'm genuinely sorry to hear that you weren't satisfied with my coaching digital products. Your feedback is important to me, and I want to ensure that you receive the support you need. Please contact me directly so that we can discuss your concerns further and find a resolution together. I appreciate your understanding and the opportunity to make amends. Thank you for sharing your experience.

Hi **[CUSTOMER NAME]**!

I'm saddened to learn that my coaching digital products didn't meet your expectations. I am sorry for any frustration this may have caused. I would appreciate the chance to understand the specific issues you encountered and work towards a solution. Your feedback helps me grow and improve, and I'm dedicated to ensuring your satisfaction. Please get in touch with me so that we can address your concerns. Thank you for your patience."

How To Respond To 1-Star Reviews

Hi **[CUSTOMER NAME]**!

I'm sorry to hear that you had a negative experience with my coaching digital products. Your feedback is valuable to me, and I want to make things right. I'd appreciate the opportunity to discuss your concerns and find a resolution that leaves you satisfied. Please contact me directly, and I'll do my best to address any issues you've encountered. Thank you for bringing this to my attention.

Hi **[CUSTOMER NAME]**!

I want to express my sincere apologies for the disappointment you experienced with my coaching digital products. Your feedback is crucial, and I'm committed to rectifying the situation. I kindly ask you to reach out to me so that we can discuss your concerns and find a way to make this right. I genuinely appreciate your understanding and the chance to improve based on your feedback. Thank you for your patience.

Hi **[CUSTOMER NAME]**!

I'm truly sorry to hear about your negative experience with my coaching digital products. Your feedback is important to me, and I want to ensure that you receive the support you deserve. I'm here to listen to your concerns and find a solution that meets your expectations. Please reach out to me directly, and I'll work diligently to address any issues. Thank you for bringing this to my attention.

Hi **[CUSTOMER NAME]**!

I want to apologize for the disappointment you experienced with my coaching digital products. Your feedback is valuable, and I appreciate you sharing your concerns. I'd like to personally discuss your specific issues and find a resolution that leaves you satisfied. Please contact me so that we can address this promptly. Thank you for your patience and understanding.

Hi **[CUSTOMER NAME]**!

I'm truly sorry to hear that my coaching digital products didn't meet your expectations. Your feedback matters to me, and I'm committed to making things right for you. I would appreciate the opportunity to discuss your concerns and find a solution that leaves you with a more positive impression. Please get in touch with me directly, and I'll do my utmost to resolve any issues. Thank you for sharing your experience.