

## Create a Customer Service Message to help prevent disputes and claims

Providing great customer service can go a long way and can even help prevent disputes and claims. If customers can get in touch with you about a problem with their purchase, they will be less likely to file a dispute or claim. Use the Customer Service Message to tell customers how to get in touch with you or to notify them about shipping delays. You can provide your customer service phone number, email address or support web site in the message. Customers will see this information before they submit their dispute or claim.

Here are some example messages:

- Shipments to New York may be delayed by 5-7 days because of the weather.
- To request a refund, please contact our Customer Service department at 1-800-888-8888 or support@bizname.com.

## How to create a Customer Service Message

1. Log in to your PayPal account.
2. Click **Profile** at the top of the page.
3. Click **My Selling Tools**.
4. Click **update** next to “Customer service message” in the “Getting paid and managing my risk” section.
5. Enter your Customer Service Message and contact information.
6. Click **Preview** to see how your Customer Service Message will be displayed to customers.
7. Click **Back to editing** to return to the previous page and edit or save the message.
8. Click **Save** once you are happy with how your message is displayed.

**Message headline**  
50 Character limit

**Company logo image URL**  
Maximum pixel dimensions: 190 w x 60 h. We recommend using only images stored on a [secure \(https\) server](#)

**Contact information to show customers**

Type	Information	Show in message
Phone number		<input type="radio"/> Yes <input checked="" type="radio"/> No
Email Address		<input type="radio"/> Yes <input checked="" type="radio"/> No

**Your customer service message (required)**  
1,000 character limit

1000 characters left