

# [Etsy] Re: An important message about your Etsy account

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From support@etsy.zendesk.com <support@etsy.zendesk.com>

To [REDACTED]

Date Friday, July 26th, 2024 at 4:30 PM

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Your request # [REDACTED] with Etsy Support has been updated. To add additional comments please visit [https://help.etsy.com/hc/requests/\[REDACTED\]](https://help.etsy.com/hc/requests/[REDACTED]) or simply reply to this email, or view your other requests at <https://help.etsy.com/hc/requests>

Thanks, Etsy Support

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Bonikala (Etsy)

Jul 26, 2024, 6:30 PM EDT

Thanks for taking the time to submit an appeal to Etsy.

After a thorough review of your appeal and considering all relevant information, we regret to inform you that your appeal has been denied. Our decision was based on the following factors:

Our internal monitoring systems detected several risk indicators associated with your account, prompting the initial suspension. To protect the security of our marketplace, we are unable to disclose the specific indicators detected by our systems.

We carefully reviewed the information provided in your appeal and conducted additional investigations into your account.

Despite your explanation and the details provided in your appeal, we found that the risk concerns identified were significant and warranted the suspension of your account.

We understand that this decision may be disappointing, and we sincerely apologize for any inconvenience this may cause. However, please know that our priority is to maintain a secure marketplace for our customers.

You can no longer sell on Etsy, however you can access your account on desktop.

Any future accounts that are created by you will be automatically suspended.

Funds will be available for deposit on 01/22/2025. You can manually click to schedule a deposit of your funds after this time.

Any future responses or support requests will automatically be closed.

You are still able to resolve cases, communicate with previous buyers to update them on order status, and update order statuses.

Thank you for your understanding and cooperation in this matter.

Best regards,

Bonikala uma

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[REDACTED]  
Jul 26, 2024, 6:16 PM EDT

**Your legal full name:** [REDACTED]

**What kind of items do you sell?:** Items that I make

**List all the locations where your current shop**

**members are signing into your account:** [REDACTED]

**Why are you appealing your account suspension?:**

Other

**Other reason:** I have already been told that my account is open again. I put a custom listing on for a customer I have communicated with in person previously (to place the order). I want to establish my shop, so wanted to do the sale process on Etsy. HOWEVER!!!!!! I made the sale, printed the shipping through Etsy, shipped the item, and now my customer called to tell me that she was refunded the money because my shop is closed!!!!!! This is unacceptable! I have already sent the item! Your seller service is FAR less than acceptable for how large of a business you are. PLEASE HELP ME!!!

**Are there any actions you've taken to address your**

**suspension?:** Please see the case emails already in my account. I was told that it was reopened.

**How will your business practices change if you regain**

**account access?:** I will start it!

**Describe any extenuating circumstances that may**

**have contributed to your suspension:** I sold 1 item

years ago, and then didn't start a business. The shop was shut down for lack of activity. I am now a legal, open business, with a tax ID number, etc. I am trying to set up a real shop, with real products that I made. If I run into too much more trouble with you, Etsy, I am going to have to hunt for a new platform. I am very upset about this turn of events with my customer. Please make it right asap. Thank you very much.

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This message is a private conversation between you and Etsy. Please respect this confidentiality and refrain from distributing this communication without permission from Etsy. If you feel this message was sent to you in error, please delete it and let us know.

Please note that feedback or ideas you share with us are non-confidential and non-proprietary to you. You can read more in Etsy's [Terms of Use](#) (Section 6).

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