

Buyer Communication FAQs: Questions During an Order

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Academy contributor Charles, aka [silberma1976](#) on Fiverr, struggled with writing in high school. After learning to express himself through poetry, his writing improved so much that he was able to get his poetry published. Now, Charles shares his talents and advice on Fiverr. In this series, he answers FAQs on communicating with buyers.

As a seller, your communication with a buyer is critical. From [making that great first impression](#) to communicating during the Gig creation process to how you respond after you deliver, communication is everything on a digital platform like Fiverr. Most of the communication you will have with a buyer will be through questions. This is only natural as buyers are going to ask questions to learn more about your services, how you can help, or how to use a feature. Therefore, it is important to be prepared to answer these questions. So, I've created three posts to cover the most commonly asked questions by buyers, common situations, and the appropriate responses that will help you land sales. This second post focuses on the common questions that occur during an order. Let's dive in.

How do you deal with a client who changes the project requirements halfway through the Gig and expects you to do extra work at no extra cost?

Some customers will be problematic when it comes to expectations. The important thing to remember is that you are developing a relationship, and that requires compromise sometimes. If someone is rude and critical, you have to ask yourself, "Do I want to work with someone like this?" Or if someone is genuinely unorganized and realizes they missed an important part of the brief, you may want to meet them halfway and only charge half of your fee for the extra work as a one-off goodwill gesture. Below is a sample response for a situation like this:

Thank you for the updated information. I appreciate that as it helps me do the job well. I recognize that sometimes we may remember something after the fact that is pertinent to the project. In this case, I will gladly be willing to do this extra work for you. Please know that in the case we work together in the future, I normally do charge for any new project request after the project has started.

If you decide you cannot do the work you can cancel the order, which should always be a last resort, or you can send a message like the one below:

Thank you for the new information. As stated in my Gig (or “during our initial communications”) the terms of my service only cover what we have agreed upon to this point. In order to take on this extra work, I would have to charge you \$x and it would take x days. Please let me know if this works and I can send a custom offer.

In both cases, you are showing appreciation for the information and explaining your policy along with how you will handle the new task. This is both considerate and assertive at the same time, and if a buyer recognizes your worth, they will be grateful and agree to your new terms.

What can I say if a buyer states they want to work with me but I do not hear from them for a couple of days?

In this situation, you have every right to follow up. Again, how you do so is the important part. You want the sale, or at least to show you are classy. So you will want to respond in a way that asks why they have not ordered. This gives them a chance to respond honestly and allows you a chance to follow up if they simply need more information. A suggested response is below:

I was wondering how your Gig selection is coming along.

Every week I get dozens of inquiries and realize that not all of them are imminent.

However, I’m always interested in getting feedback and hoped that you’d let me know if:

- 1. You are still finalizing details*
- 2. You felt that the price point was too high for your budget*
- 3. You have placed your order elsewhere*
- 4. You have changed your mind and are looking at other marketing mediums*

It would be awesome to get your feedback.

As you can see, this asks the buyer for specific feedback so that you can get an answer and write an appropriate response. No matter what the response, thank them for taking the time to write back.

Things to Consider When Messaging

While your goal is to get more sales and become a successful seller on Fiverr, nothing substitutes the hard work and relationship building it takes to get you there. Sprinkle in a little patience and kindness, and you have a recipe for increased sales. While you can do things such as market, upsell an order, offer specials on the next order, or give a free Gig with the purchase of another Gig, these sales techniques may not get the lasting repeat buyers that are like gold on Fiverr. Repeat buyers signal several things. It means they trust you, value your work, and would rather not start from scratch with a stranger.

The focus of any response you have for any question should have two consistent elements: did you answer the question human to human, and did you educate the consumer? If you do these two things, you are adding value and laying down the foundation for a long-term and trusting relationship with your buyers. Sure, it may take a little longer to close a sale. It may be a little more work and not the quick hit you imagined. But when people feel like you really care and want to help, on a digital platform such as this, opportunities are abound. The opportunities open up because people want to work with real people who care. It is human nature, and there is no magic bullet for that.

The next time you get a question and you are not sure what to do, consider the following:

- Stop and think so that you can evaluate the question and respond the right way without haste.
- Say please and thank you. Manners matter.
- Use names, including the buyer’s name and yours.

- Be honest. It really is the best policy.
- If you cannot help, point the buyer to someone who can.

Found these relevant? Stay tuned for the next buyer communication FAQ post, covering the most common buyer questions that occur during order completion and follow up.

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