



# How to help prevent 'where is my item' messages on Etsy

Most designers find that sooner or later someone messages them with the question 'where is my item?'

Yes, they paid for a pattern but did not read the listing and cannot understand where their physical item is. They do not question that they paid only a few dollars for the queen-sized bed blanket and are annoyed that it has not arrived.

This little fix will help to prevent this situation!

- Step 1: List your pattern on Etsy as you normally would.
- Step 2: Turn on the personalisation feature.
- Step 3: Type the message shown in the box for instructions for buyers.
- Adjust the character limit to 3 so you do not get an essay from them and if they do try to type their address for shipping etc, it will make them stop and think why they have only three characters available.

**Personalisation** On

Collect personalised information for this listing.

**Instructions for buyers**  
Enter the personalisation instructions you want buyers to see.

Please type 'yes' if you understand this is for a digital Pdf download and not a physical item. Digital Downloads are non refundable once received.

Personalisation is optional

Character limit  
3

**What the buyer will see**

**Add your personalisation**  
Please type 'yes' if you understand this is for a digital Pdf download and not a physical item. Digital Downloads are non refundable once received.

The buyers will now see the personalisation box in the listing.

