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FREE GUIDE · SOCIAL SELLER TOOLKIT

10 WhatsApp replies that close sales

Copy, paste and edit. With a short tip for each reply.
Examples in N$ · R · KSh · ₦, for sellers across Africa.

Adapted from the WhatsApp Business Seller Starter Kit
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10 replies that move a chat to a sale

Save them as Quick Replies in the WhatsApp Business app (Business tools → Quick replies) and edit the [brackets]. Examples rotate through N$, R, KSh and ₦: use your own currency.

1

When someone asks “Is this available?”

> Yes, it's available! [Item] in [size/colour] is R[price]. Would you like me to reserve it for you? I can hold it until [time] today.

Tip: Answer the question, give the price, then ask for the next step. Ending with a question keeps the chat going.

2

Give the full total up front

> [Item] is KSh [price]. Delivery to [area] is KSh [fee]. Total: KSh [total]. Would you like to order?

Tip: Quote the delivery fee and the total together. A surprise fee later is a common reason buyers go quiet.

3

Sold out? Offer an alternative

> Sorry, that one is sold out. But we have [similar item] for ₦[price]. Here's a photo. Want me to keep one for you? I can also tell you when the original is back.

Tip: Never end with “sold out”. Offer something similar, or a back-in-stock message.

4

Saying no to a discount, politely

> I understand. The price is already our best on this item. What I can do is [free delivery in town / a small free gift / N$[x] off your next order]. Shall we go ahead?

Tip: Protect your price by offering a small extra instead of a lower price.

5

Make it worth buying two

> If you take 2 or more, I can do R[bundle price] for all (you save R[x]). Want me to add another one?

Tip: Use this when a buyer is already keen. Work out your margin first so the bundle still makes you a profit.

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6 A clear final offer

> My final price for you is KSh [price], valid today only. If that works, I'll reserve it now.

Tip: Only make a final offer once, and stick to it. A real deadline helps the buyer decide.

7 Hold it, with a deadline

> I've reserved [item] for you until [time/date]. After that it goes back on sale, so please pay or confirm before then.

Tip: Reserving shows good service. The deadline stops stock being blocked by buyers who never pay.

8 Make paying easy

> To confirm your order, please pay N$[total] by [EFT / eWallet / PayToday] to [account details] and send the proof of payment here. I'll confirm as soon as it reflects.

Tip: Name the exact amount, the method and the next step. Edit for your country, e.g. SnapScan or Capitec Pay, Lipa na M-PESA (Buy Goods Till), or bank transfer, OPay or Moniepoint.

9 The almost-finished order

> Hi [Name], you were almost done with your order for [item] (R[total]). Need help with payment or delivery? Just reply here.

Tip: Send it a few hours after the chat stops. Offering help works better than pushing.

10 One follow-up with a reason to decide

> Hi [Name], the [item] you asked about is still reserved until [time] today. Shall I keep it for you?

Tip: Follow up once or twice at most, and always politely. Leave the door open even if the answer is no.

How to use these replies

1. In WhatsApp Business, open **Business tools → Quick replies** and tap + to add one.

2. Paste the reply and give it a short shortcut, e.g. **/avail**, **/total**, **/pay**.

3. In a chat, type **/** and pick the reply. Fill in the [brackets] before you send.

4. Keep your own voice: change the words so they sound like you and your shop.

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Want all 49 replies?

These 10 replies are taken or adapted from the **WhatsApp Business Seller Starter Kit**. The full kit has 49 scripts plus everything else you need to run your shop from your phone.

WhatsApp Business Seller Starter Kit — $19

- 49 copy-paste reply scripts with Quick Reply shortcuts: greetings, haggling, payments, delivery, follow-ups, reviews, complaints and refunds
- 17-page guide (PDF + Word): WhatsApp Business setup checklist, catalogue templates, a Facebook Marketplace listing formula and a pricing & margin cheat sheet
- Fill-in-the-blank shop policies: pricing, cash on delivery, deposits and returns
- Order Tracker spreadsheet and a 30-day content calendar

Get it: sellerstarterkit.com

Kit + Manager Bundle — $29

- Everything in the Seller Starter Kit ($19), plus the **Money & Stock Manager** ($15)
- Track stock with reorder alerts, profit after costs and expenses, cash received, and who still owes you
- Works in your currency: N$, R, KSh, ₦, GH₵, USh, TSh, US$ and more
- $29 instead of $34 bought separately, so you save $5

Get it: sellerstarterkit.com

14-day money-back guarantee. If the Kit or the Bundle isn't useful for your business, email sellerstarterkit@gmail.com within 14 days of purchase for a full refund. No hassle.

Which one is right for you?

Choose the Kit if you mainly want help in the chat: replies, catalogue, policies and a posting plan.

Choose the Bundle if you also want to track stock, profit, cash and who still owes you.

Want one new selling tip a week? Join free: **sellerstarterkit.com**. Unsubscribe any time.

Instant download. Works with the free WhatsApp Business app, Excel and Google Sheets. Independent products, not affiliated with WhatsApp, Meta or any payment provider named.

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