

Invalid Seller Rejection Rate (ISRR)

Q&A Resource Guide

1. What is the Invalid Seller Rejection Rate (ISRR)?

ISRR measures the percentage of aftersales requests that were rejected by sellers and later found to be valid in favor of buyers after review or arbitration. A higher ISRR indicates opportunities to improve decision-making during the initial review stage.

2. What types of requests are included in my ISRR calculation?

ISRR includes refund-only, return and refund, replacement/reshipment, and exchange requests.

3. What is excluded from my ISRR calculation?

The following are excluded: cancellations, platform-mandated refunds, platform-reviewed requests, auto-approved cases, orders closed due to aftersales change type, and buyer-initiated cancellations.

4. How is ISRR calculated and how often does it refresh?

ISRR is calculated on a weekly basis and refreshes every Sunday.

5. Does ISRR apply to my shop if I only have a few aftersales requests?

No. ISRR only applies when your shop has at least 5 aftersales requests turned down by TikTok Shop's dispute escalation process AND at least 5 seller-reviewed aftersales requests in the same week.

6. What ISRR threshold should I aim for?

You should aim to maintain an ISRR of 20% or lower.

7. What happens if my ISRR exceeds the threshold?

Enforcement actions are based on how many times your ISRR exceeds the threshold:

- **First violation:** You will receive a warning notification via Seller Center and email.
- **Second violation:** TikTok Shop will temporarily take over the review of your refund-only requests for up to one month (4 rolling weeks).
- **Subsequent violations:** You will receive another warning, before platform-managed review continues for an additional one-month period.

8. Can I still appeal aftersales decisions during platform-managed review?

Yes. Even during platform-managed review, you can appeal individual aftersales decisions within 30 calendar days with valid supporting evidence.

9. Can I appeal my ISRR metric directly?

No. You cannot appeal your ISRR metric directly, but you can appeal individual aftersales decisions that make up the metric.

10. What happens after the platform-managed review period ends?

TikTok Shop will re-evaluate your shop's ISRR performance. If your ISRR is below the threshold, you will regain control of your aftersales decisions. If it exceeds the threshold again, platform-managed review will continue for another one-month period.

11. Where can I view my ISRR and track my performance?

You can view your ISRR in *Analytics > Post Purchase > [Return & Refund](#)*. Historical data for the past 9 weeks is available there.

12. Where can I find my disputed aftersales requests?

Go to *Seller Center > Orders > Manage Returns > Appealed/Disputed*.

13. Are there tools to help me keep my ISRR low?

Yes. TikTok Shop offers seller flexibility tools including auto-approval rules for returns and refund-only requests, which can reduce manual workload and help maintain good ISRR performance. You can configure these under *Customizing Your Return and Refund Features* in Seller Center.

🌟 **TikTok Shop Academy:** [Requirements for Invalid Seller Rejection Rate \(ISRR\) Metric](#) 🌟

Maintaining a low ISRR helps to drive higher repeat purchases and better customer satisfaction scores.

Make use of this metric with TikTok Shop's seller flexibility tools to grow your business!