

Other customer and order issues

Case ID 1836269011

Answered Case

[View Your Case Log](#)

Still need help with this specific issue? | Have another issue?

Amazon

Aug 09, 2016 06:58 PM

Dear Thomas Baurley,

Thank you for writing to Amazon Seller Support Team.

I am very sorry to hear about the inconvenience caused to you. Since there was no phone number available on file we could not call you to discuss this issue on phone.

I have reviewed the previous case and understand that your competitor was trying to place an order to your account and you were concerned that they would leave a negative feedback. Hence you had decided to cancel the order as per the advise given.

I understand that you have received a new order from the same individual and want to know what is the best recommended action you take.

As per our suggestions, you can take the following actions.

-> If you do not want to fulfill the order to this customer, you may prefer to cancel the order and after the cancellation is complete we recommend you to update your seller notes mentioning the reason for the the cancellation.

These notes on the orders page will be reviewed by our seller performance team who will make a note of this in our records. However they cannot alter the metrics as the system is automated.

-> You may also prefer to fulfill the order and continue selling the product. You need not take any action on your listing if any third party seller is asking you to do so, you should take any action only if amazon notifies you to do so.

Even if the customer leaves a negative feedback, you need not worry, you can follow the below steps asking our concerned team to remove the negative feedback.

All feedback removal requests should be sent to Amazon by choosing the following option from the Contact Us form within the Help section of your seller account:

Contact Us > Orders > Customer Feedback Problems

Please remember to include the Order ID and an explanation of why you would like the feedback to be reviewed.

You will likely receive a response within 24 hours of submitting your request.

Additionally you can also report any such violations to our investigations team:

To report this possible violation to our investigations team, select "Report a violation of our rules" on the Contact Us form and enter the details:

http://www.amazon.com/gp/help/reports/contact-us?referral=A1QV4AGG7WGY2_A19WHY10UEU6HL

Please be sure to include the following information, as applicable:

- * The ASIN/ISBN of the item's detail page and the product title
- * The store or business name of the seller you are reporting
- * Your order ID [include this if appropriate]
- * A concise explanation of the violation

All reports are thoroughly investigated by our investigations team. For privacy reasons, the results of our investigations cannot be disclosed; however, disciplinary actions will be taken as appropriate.

As mentioned in the previous case, you can also get in touch with our concerned seller performance team by writing to them at seller-performance@amazon.com.

Please feel free to take an action as per your best judgment of the scenario.

For any concerns in future please feel free to contact us anytime.

We appreciate your patience and understanding in this matter.

Please let us know how we did.

Were you satisfied with the support provided?

Click here for yes:

<https://sellercentral.amazon.com/hz/case-dashboard/hmd?p=AKJN7AFOG9DN4&c=1836269011&k=hy>

Click here for no:

<https://sellercentral.amazon.com/hz/case-dashboard/hmd?p=AKJN7AFOG9DN4&c=1836269011&k=hn>

Thank you!

To view your case details, or respond, please click http://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseID=1836269011

Please note: this e-mail was sent from an address that cannot accept incoming e-mail. If you require additional support please contact us

<https://sellercentral.amazon.com/hz/contact-us>

Your Current Notifications

Your price for "Dr. Bronner's Organic Pure Castile Liquid Soap, Tea Tree Oil, 16 oz" is 15.98 but the lowest price offered is 13.78.

Price is a big factor for customers when buying a product. Consider lowering your price for "Dr. Bronner's Organic Pure Castile Liquid Soap, Tea Tree Oil, 16 oz"

Match the lowest price for this ASIN (B000TGC5TO)

https://sellercentral.amazon.com/myi/search/OpenListingsSummary?keyword=B000TGC5TO&iris_notification_id=e62d994ee0062c55a4f427c358ddffd4

Thank you for selling with Amazon,

Ronak.

Amazon.com Seller Support

=====

MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: <http://sellercentral.amazon.com/forums>

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

To contact us again about this issue, please use the Contact Us form using the following link:

<https://sellercentral.amazon.com/gp/contact-us/contact-amazon-form.html?ie=UTF8&caseID=1836269011>

[See less](#)

leafworks@yahoo.com

Aug 09, 2016 06:31 PM

Please describe your issue.

[See more](#)

[Rate this page](#)

[Get support](#)

[Policies and Agreements](#)

English