

# Buyer-Seller Messages

Review all your communication between yourself and your buyers. You can view the message details or the related order information. [Learn more](#)

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### RE: Inquiry from Amazon customer Maison Terre

From: Tree Leaves Oracle (leafworks@yahoo.com)  
 Sent: Sunday, August 7, 2016 7:14 PM  
 To: [Maison Terre](#) (lbymbj550j2kq7d@marketplace.amazon.com)

As per Amazon Case #1833456831 We cancelled the order as advised by them as we are aware of your tactic, just as you did on our facebook page.

Greetings from Amazon Seller Support,

I understand that you have received a threatening message from the other seller named "Maison Terre" stating that item should be removed as they are the only seller and you would like to block the buyer account from ordering the item.

In this situation I would advise you to not worry about this because it is absolutely not your fault. Please do not take actions to the email sent by any manufacturer or somebody else other than Amazon. Please note that you need to take action only when you receive an email by Amazon and not 3rd parties. Please redirect them to Amazon if they have any more concerns or questions.

Therefore you can continue to sell this item without any other restrictions. I'm sorry to inform you that currently, we do not offer an option to block buyers from purchasing items from you in the future. Your past buyers are all permitted to purchase items from you again if they would like to.

However we will take it as feedback and forward it to our business team for consideration.

Since the buyer (competitor seller) has not ready to raise the cancellation request, you can cancel this order from your end. In order to protect your metrics, you can contact the seller performance team with the proof of the buyer-seller conversations at the email address:

seller-performance@amazon.com

They will be able to investigate the issue and they will do the needful to you by annotating the case on your account.

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.

You can go ahead and continue to list this product until Amazon says otherwise.

In order to serve you better, I've also forwarded the message about this order to Amazon team that reviews buyer activities as part of any investigation into possible violations of our

### Need some help?

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[Manage E-mail Templates](#)

### Seller contact response metrics

7 day average response time 3.4 hours

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policies.

If we can be of further assistance please feel free to write back to us. We'll be glad to assist you.

Thank you for understanding Amazon's policies and procedures.

Have a great day!

--- Original message ---

Thanks for the evidence that Amazon asked us to get.

On Aug 4, 2016 6:33 PM, "Sarah Brown" <[e-mail address removed]> wrote:

> You are incorrect. The sell yours option is for those who actually do sell  
> the same product. If you are a computer store and sell Acers, HPs, etc. you  
> have the option to sell whatever models you actually do sell. You cannot  
> co-opt an ASIN for an HP and sell a Chinese knockoff instead. This is no  
> different. We don't care if you sell a ton of burdock root. You cannot  
> claim, however, that you sell our name-brand burdock root. Your are clearly  
> ignorant of trademark and copyright law. Unfortunately for you, you have  
> already been reported to Amazon. Your listing speaks for itself. You  
> clearly state that you sell the product by Maison Terre yet you buy it from  
> Frontier.

> On Aug 4, 2016 6:18 PM, "Tree Leaves Oracle - Amazon Marketplace" <

> [e-mail address removed]> wrote:

>> you have been reported to Amazon. Also, attacking our company elsewhere  
>> is ridiculous. Shows how immature your company is. You were wrong last  
>> fall when you did this last time, Amazon keeps track of your immaturity and  
>> it will eventually lead to you being unable to sell on amazon. We are in  
>> full right to sell this product. You do not own a monopoly on it.  
>> Otherwise, Amazon would not provide a "Sell yours here" button for others  
>> to list it and allow others to sell it. You do not grow Burdock Root. You  
>> buy it from a wholesaler like we do, re-label it, and re-sell it. Grow up.

>> --- Original message ---

>> We have opened a case against you with Amazon and have noted your fraud in  
>> the listing. What part of this do you not understand? Your listing reads  
>> "by Maison Terre."

>> On Aug 2, 2016 3:28 PM, "Sarah Brown" <[e-mail address removed]> wrote:

>> > You do NOT sell Maison Terre brand-name products. Your listing is  
>> > fraudulent. Remove it.

>> > On Aug 2, 2016 3:22 PM, "Tree Leaves Oracle - Amazon Marketplace" <

>> > [e-mail address removed]> wrote:

>> >  
>> >> once again we've gone through this. We will not remove it.  
Check your  
>> >> amazon history with this stupidity you keep trying to  
monopolize on. We  
>> >> will never remove it,.  
>> >>  
>> >> --- Original message ---  
>> >>  
>> >> Your listing of Burdock Root by Maison Terre is fraudulent.  
Maison  
>> Terre  
>> >> is the only seller of Maison Terre products on Amazon.  
Remove it. In  
>> the  
>> >> meantime the listing, which we control will reflect your  
fraud.  
>> >>  
>> >>  
>> >>  
>> >> ----- End message -----  
>> >>  
>> >> For Your Information: To help arbitrate disputes and  
preserve trust and  
>> >> safety, we retain all messages buyers and sellers send  
through  
>> Amazon.com  
>> >> for two years. This includes your response to the message  
above.  
>> >> Amazon.com uses filtering technology to protect buyers and  
sellers from  
>> >> possible fraud. Messages that fail this filtering will not  
be  
>> transmitted.  
>> >>  
>> >> We want you to buy with confidence anytime you purchase  
products on  
>> >> Amazon.com. Learn more about Safe Online Shopping (  
>> >> [http://www.amazon.com/gp/help/customer/display.html?  
nodeId=551434](http://www.amazon.com/gp/help/customer/display.html?nodeId=551434)) and  
>> >> our safe buying guarantee (  
>> >> [http://www.amazon.com/gp/help/customer/display.html?  
nodeId=537868](http://www.amazon.com/gp/help/customer/display.html?nodeId=537868)).  
>> >>  
>> >>  
>> >>  
>> >>  
>> >  
>> >  
>>  
>>  
>>  
>>  
>>  
>> ----- End message -----  
>>  
>> For Your Information: To help arbitrate disputes and preserve  
trust and  
>> safety, we retain all messages buyers and sellers send through  
Amazon.com  
>> for two years. This includes your response to the message  
above.  
>> Amazon.com uses filtering technology to protect buyers and  
sellers from  
>> possible fraud. Messages that fail this filtering will not be  
transmitted.  
>>  
>> We want you to buy with confidence anytime you purchase  
products on  
>> Amazon.com. Learn more about Safe Online Shopping (  
>> >> [http://www.amazon.com/gp/help/customer/display.html?  
nodeId=551434](http://www.amazon.com/gp/help/customer/display.html?nodeId=551434)) and  
>> >> our safe buying guarantee ([http://www.amazon.com/gp/  
help/customer/display.html?nodeId=537868](http://www.amazon.com/gp/help/customer/display.html?nodeId=537868)).  
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