

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](#)

- Received messages
- Sent messages

< Previous | [Next >](#)

Re: Inquiry from Amazon customer Maison Terre

From: Tree Leaves Oracle (leafworks@yahoo.com)
 Sent: Sunday, August 7, 2016 8:04 PM
 To: [Maison Terre](#) (lbymbj550j2kq7d@marketplace.amazon.com)

We went through this last winter (or the winter before that) with another herb. We were in the right, you weren't, amazon removes your hostile and accusatory of fradulent companies from your listings. They mark it in the books, and eventually you'll lose your account for these violations trying to create a monopoly. You cannot own a monopoly on a natural product that you do not manufacture. Even if in your little house shop you grew the herb, its still not manufacture. Manufacture means creating something from various items that is uniquely yours. Bayer knows this, as they don't sell "Willow Bark" because they know they can't claim to manufacture something that grows naturally. They isolate the chemicals from willow bark, add additives, and call it aspirin.

You know, I'm honestly shocked another "Eco" company would turn to such ridiculous tactics that big business does. Do we really threaten you by selling the same herb? really? aren't we all working together to try to promote healthier alternatives to people?

I understand that you simply do not understand that you shouldn't be putting "by Maison Terre" on these natural herbs, and actually should be listing the sources of your herbs, or leave them blank, because you'll go through millions trying to prove you are manufacturing something natural that grows on its own. I wouldn't challenge you if it was a mix, a ointment, a potpourri, an incense that you actually "created".

You must have alot of time on your hands to be bothered by such things. I'm sorry for you. You're wasting our time. Its a shame, as we apparently share lots in common and interests ... and seem to be like-minded. Except for your corporate greediness and desire for running monopolies.

by the way, selling of artifacts online is illegal, and I have reported that as well. So is running fake and multiple facebook accounts.

Posting negative reviews on our facebook page shows your credibility as a person to actually lash out and lie about others.

Your attacks and attempts to defame have been recorded and archived.

We have no more to say to you nor want to ever do business with you. Nor will our membership base of several hundred.

--- Original message ---

Per the complaint case number below.

Need some help?
[Buyer-Seller Messaging Service Help](#)

Tools and resources
[Alternate Address](#)
[Manage E-mail Templates](#)

Seller contact response metrics
 7 day average response time 2.4 hours
[View All](#)

to me

Hello,

We still need more information about your complaint for the items at the end of this email.

Please clarify how these items infringe your rights by resubmitting your complaint with answers to these questions:

1. Are you the manufacturer?
2. Do you think that the items in your complaint do not match the product detail pages?
3. Do you think that your trademark appears on products that you do not manufacture?
4. Do you think that your trademark is used inappropriately on the product detail pages?
5. Have you placed test orders? If yes, provide the Amazon.com order numbers.
6. Kindly provide us your registered trademark number for verification.

You can resubmit your complaint using our online form (<http://www.amazon.com/gp/help/reports/infringement>). Use the Additional Information field to answer the questions.

Complaint ID:657978031

On Sun, Aug 7, 2016 at 9:14 PM, Tree Leaves Oracle - Amazon Marketplace <
[e-mail address removed]> wrote:

> 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 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>)
> and
> >> >> our safe buying guarantee (
> >> >> <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>) and
> >> our safe buying guarantee (<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>) and
> our safe buying guarantee (<http://www.amazon.com/gp/help/customer/display.html?nodeId=537868>).
>
>
>
>

[Back](#)