

From: "Amazon.ca" <no-reply@amazon.ca>
Subject: **Your Amazon.ca Order**
Date: February 18, 2010 12:35:43 AM EST
To:

Thank you for writing to us at Amazon.ca.

I am sorry to hear about the inconvenience caused you due to this order.

I've checked your order and found that you have placed this order with one of our registered third party sellers at Amazon Marketplace. **When making a purchase from Amazon Marketplace, it is important to note that your order is not being fulfilled by Amazon.ca directly.**

We find that our third-party merchants work very hard to maintain their inventories, but on rare occasions the availability of a listed item will change by the time a purchase is placed online.

Therefore, it looks like the seller is out of stock in these items, so they cancelled your order and issued CDN\$10.69 refund. The refund will appear as a credit on your next credit card billing statement.

Also I understand that the seller issued only the partial refund. **In this case I would kindly request you to contact the seller for refund.**

To contact the seller, visit the Order Summary in "Your Account" at the address below, click on the "Problem with this order?" button, then click the "Contact Seller" button to send an e-mail.

If you haven't heard back from the seller within 3 business days, please let us know and we'll do whatever we can to make things right.

Please visit the following link to provide the information we requested:

Please note: **This e-mail was sent from an address that cannot accept incoming e-mail. Please use the link above to send us your reply.**

We monitor orders cancelled due to inventory issues and work with sellers to minimize the occurrence of such cancellations.

Please know that while an occasional stock-out is bound to happen, we do require sellers to keep these to a minimum. If we find a seller's out-of-stock sale becomes problematic, we will take appropriate action.

Amazon.ca provides oversight of Marketplace transactions and will suspend participants who violate our terms of use. Credit card information is held on Amazon.ca's secure server, and is never shared with Marketplace sellers.

We stand behind third-party transactions made on our website by offering customers the A-to-z Guarantee.

I am sorry that this experience has been a disappointment. **Even though your purchase was made from one of our third-party sellers, we realize that it may influence your decision to visit our stores again.** I hope that this issue is resolved to your satisfaction soon.

Thank you for choosing Amazon.ca. We look forward to seeing you again soon.

Did we answer your question?

If yes, please click here:

<http://www.amazon.ca/rsvp-y?c=wcgxtubh3360237588>

If not, please click here:

<http://www.amazon.ca/rsvp-n?c=wcgxtubh3360237588&q=caff>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail.

To contact us about an unrelated issue, please visit the Help section of our web site.

Best regards,

Jana R.

Amazon.ca

Earth's Biggest Selection

<http://www.amazon.ca>

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----- Original message: -----

02/17/10 17:52:19

Your Name:Lara McCulloch

Order Id: 702-7180832-1892232

Comments:I received the following message from amazon.ca (see below). I'm unclear as to why I'm receiving a refund. I have no idea what "account adjustment" means. Do they not have the product and I'm being refunded? If so, why was I able to purchase an item that's not available. I also have an issue with this as I bought another book through this seller simply because I was buying this book. If only one book is being shipped, I would prefer to cancel my order.

OR

Does it mean that you mis-billed me in the first place? If, so, why are you refunding the cost of the book and the shipping?

I would highly recommend that amazon.ca be more clear with reasons for reimbursements. Please advise as soon as possible.

We are writing to confirm that we have processed your refund in the amount of CDN\$ 10.69 for your Order (removed) from alibris_ca.

This refund is for the following item(s):

Item: Dictionary of Cliches

Quantity: 1

ASIN: (removed)

Reason for refund: Account adjustment

Here's a detailed breakdown of your refund:

Shipping Refund: CDN\$ 6.49

Item Refund: CDN\$ 4.20
