

On Wed, Dec 1, 2021 at 9:09 AM Amazon.com Customer Service <cs-reply@amazon.com> wrote:



Hello Anhnhat,

I've submitted an A-to-z Guarantee claim on your behalf.

Processing should complete within one week of the date the claim was submitted. If approved, your Guarantee reimbursement will be credited directly to the same payment method used for your purchase. You can see the most current status of your claim at the link below:

<https://www.amazon.com/gp/a-z-guarantee/help.html?orderID=112-5574230-1195403>

Information about A-to-z Guarantee claims, including processing times, can be found here:

<http://www.amazon.com/help/a-to-z-guarantee>

We look forward to seeing you again soon.

Best regards,  
Criss

**Amazon.com**

On Fri, Dec 17, 2021 at 2:09 PM <cs-reply@amazon.com> wrote:



Hello,

I've submitted an A-to-z Guarantee escalation claim on your behalf.

I'll call you on December 22, 2021 regarding our conversation in regards to you getting the return address for the item to be returned .

I appreciate your patience.

Best regards,  
Alexies F.

**Amazon.com**

On Mon, Jan 17, 2022 at 4:42 PM Amazon.com Customer Service <cs-reply@amazon.com> wrote:



Hello Anhnhat,

Thank you for giving me the chance to assist you today!

I've submitted an A-to-z Guarantee claim on your behalf.

Processing should complete within one week of the date the claim was submitted. If approved, your Guarantee reimbursement will be credited directly to the same payment method used for your purchase. You can see the most current status of your claim at the link below:

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Best regards,

John

**Amazon.com**

On Mon, Jan 17, 2022 at 10:59 PM Amazon.com Customer Service <cs-reply@amazon.com> wrote:



Hello,

I'm sorry to hear that your Amazon Marketplace order #112-5574230-1195403 you received was a wrong item.

I see that you requested a refund via the A-to-z Guarantee on January 17, 2022.

Our investigation specialists will review this on your behalf. Most requests are resolved within 1 week. I see that your claim hasn't been resolved in that time. Please allow the team an additional week to complete

their investigation. As you filed the request on January 17, 2022, we'd ask you to wait until 7 days to date of request for their response. You can view your request status at any time by clicking the 'Problem with order'

button next to this order in the Your Orders section of Your Account (<https://www.amazon.com/yourorders>).

Our customer's satisfaction and their convenience is very important to us above all else, it's the foundation on which our company was built. Be assured that we'll continue working hard to ensure that you

receive accurate service, and also to minimize the chances of anything like this occurring again.

You may call us If you need additional assistance or have further questions.

We've provided the link below which will take you directly to our help pages:

We can be reached by phone 24 hours a day, seven days a week using the following link:

Contacting us through the website allows you to verify security before a call is placed and ensures we have your account information ready when we call you.

To contact us, visit <https://www.amazon.com/gp/help/customer/contact-us> and follow the prompts.

To request a call from our customer service department, please follow the steps below:

1. Visit <http://www.amazon.com/help>
2. Click the "Contact Us" button in the Customer Service box on the right side of the page.
3. Click the "Skip sign in" button.
4. Click the "Phone" tab and enter your phone number in the window that pops up.
5. Choose a time frame ("Right Now" or "In 5 minutes") and click "Submit."

We'll call you right back!

We hope to see you again soon.

We'd appreciate your feedback. Please use the buttons below to vote about your experience today.

Best regards,  
Edelyn P

**Amazon.com**

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**Thank you for your inquiry. Did I solve your problem?**

Your feedback is helping us build Earth's Most Customer-Centric Company.

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On Thu, Feb 10, 2022 at 12:18 PM Amazon.com Customer Service <cs-reply@amazon.com> wrote:



Hello,

Order Id(s) - 112-5574230-1195403

Contact ID : AQ5QYHL9X802I

Any additional details : Previous Work Request created : ATIEATONCSTZM

I've created a dispute against the refund status.

Our team will work on this TT and get back to you within 24-48 hours.

I hope this helps.

Best regards,

Guhan G

**Amazon.com**

On Sat, Feb 12, 2022 at 10:13 AM <cs-reply@amazon.com> wrote:



Hello Anhnhat,

I relayed your information to the team trained to handle this scenario. You should hear back from them in the next 72 hours.

As we discussed, I had this issue escalated and I will check to see the progress of this where I will then contact you.

We hope to see you again soon.

Best regards,

Tavia J

**Amazon.com**

On Sat, Feb 12, 2022 at 10:34 AM Amazon.com Customer Service <cs-reply@amazon.com> wrote:



Hello,

Thanks for writing back with your kind words. I'm glad to hear that my colleague, Tavia, was able to assist you, and I'll be sure to forward your message.

I would request you to wait for 72 working hours, soon they will notify you about status on refund.

We look forward to seeing you soon.

We'd appreciate your feedback. Please use the buttons below to vote about your experience today.

Best regards,  
Purtika K

**Amazon.com**

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On Sat, Feb 12, 2022 at 10:56 AM Amazon.com <cs-reply@amazon.com> wrote:



Hello,

I'm from Amazon Customer Service Team.

As discussed on the call, I give you information regarding your A to Z claim with us so please wait and you get a revert regarding your claim for us with in 1 week on your email.

In case of any discrepancies, Please let us know, we'll be glad to assist you further with your concerns.

It was a pleasure assisting you today.

I am glad I was able to help. Have an awesome day!

Best regards,  
Gautam

**Amazon.com**

On Wed, Mar 9, 2022 at 3:32 PM Amazon.com Customer Service <cs-reply@amazon.com> wrote:



Hello Anhnhat,

We have submitted an A-to-z Guarantee claim on your behalf.

Processing should complete within one week of the date the claim was submitted. If approved, your Guarantee reimbursement will be credited directly to the same payment method used for your purchase. You can see the most current status of your claim at the link below:

<https://www.amazon.com/gp/a-z-guarantee/help.html?orderId=112-5574230-1195403>

Information about A-to-z Guarantee claims, including processing times, can be found here:

<http://www.amazon.com/help/a-to-z-guarantee>

We look forward to seeing you again soon.

We'd appreciate your feedback. Please use the buttons below to vote about your experience today.

Best regards,  
Charity C

**Amazon.com**

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**Thank you for your inquiry. Did I solve your problem?**

Yes  No

Your feedback is helping us build Earth's Most Customer-Centric Company.

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On Wed, Mar 9, 2022 at 4:57 PM Amazon.com <cs-reply@amazon.com> wrote:  
Hello Anhnhat,

Thank you for providing the more information about your order.

I've submitted an appeal on your behalf. Most requests are resolved within 1 week; they'll respond to you via e-mail.

For information about appeals, visit the following help page:

<http://www.amazon.com/gp/help/customer/display.html?nodeId=201125650>

Thank you for shopping with Amazon.

Thank you for your inquiry. Did I solve your problem?

If yes, please click here:

<http://www.amazon.com/gp/help/survey?p=A156CS8QKNYWXM&k=hy>

If no, please click here:

<http://www.amazon.com/gp/help/survey?p=A156CS8QKNYWXM&k=hn>

Best regards,

Joy

<http://www.amazon.com>

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