

From: "Amazon.com Customer Service" <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: Your Amazon.com Inquiry

Date: Fri, 20 Mar 2015 01:01:21 +0000



[Your Account](#) | [Amazon.com](#)

Message From Customer Service

Hello,

Looking at your order, I see that it was placed with Speert International, a seller on our website. I've sent your inquiry regarding your order # 111-7936101-4868247 for 714 Flexies By Calabria Reading Glasses in Cobalt 714 Flexies by Calabria Reading Glasses in Charcoal ; +3.50 to the seller on your behalf. You'll receive a copy of this e-mail shortly.

You can also view communications with sellers in Your Account here:

<https://www.amazon.com/gp/communication-manager/outbox.html>

Please give sellers two business days to respond. In most cases, you'll receive a reply much sooner. All seller orders are covered by our A-to-Z Guarantee. If they aren't able to help, please click on the link below to learn more about the A-to-Z Guarantee.

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

If you haven't heard anything from them after 2 business days or they responded but wasn't able to help you, please give us a call. We have A to Z guarantee claim which is our buyer guarantee protection for third party orders wherein we can file a claim on order and once approved you'll be reimburse coming directly from Amazon.

We want you to buy with confidence anytime you make a purchase on the Amazon.com website or use Amazon Payments; that's why we guarantee purchases from third-party sellers when payment is made via the Amazon.com website or when you use Amazon Payments for qualified purchases on third-party websites. The condition of the item you buy and its timely delivery are guaranteed under the Amazon A-to-z Guarantee.

You can file an A-to-z Guarantee claim in the Orders section of Your Account if you purchased physical goods or eligible services from a third-party seller on the Amazon.com website.

The items offered on our website may be sold by Amazon.com, shipped by Amazon.com, or sold by sellers. Many individuals and businesses sell used, new, refurbished and collectible items through Amazon Marketplace, and our site also hosts a wide variety of merchants, such as Macy's and Office Depot. For items sold by a merchant and shipped by Amazon.com, we will fulfill the order and offer customer service.

You can recognize whether or not the seller is Amazon.com in many ways:

--In the availability section of the item's detail page, a merchant listing will say "Ships from and sold by (merchant name)."

--For any seller items the seller's name will be displayed during checkout.

--If several different sellers are offering the same item, the "More Buying Choices" box on the right side of the item's detail page will list each seller and their price separately.

The condition of a particular seller's item can be viewed by clicking the "used," "new," "refurbished" and/or "collectible" links on the item's detail page. For a description of what these conditions mean, please visit our Help pages:

www.amazon.com/gp/help/customer/display.html?nodeId=1161242

Shipping rates, restrictions, and methods vary from seller to seller and aren't generally set by Amazon.com. For instance, while some sellers will ship to international destinations, others don't. To see a seller's shipping rates and details, click "See Shipping Rates" from the product listing.

If you can't find the information you're looking for on the seller's storefront, you can contact the seller directly to ask questions. You'll find customer service contact information on each seller's storefront. Just click "Contact Seller" on the bottom right-hand side of your screen under Further Information.

Should you need further assistance, feel free to contact us back.

To do so, we ask that you use the Contact Us function on our Help pages so we have your account information available when we call you. You can always choose the "Skip sign in" button and verify your account information manually if you wish. Here's how:

1. Visit <http://www.amazon.com/help>
2. Hold your mouse over "Need More Help?" and then click on Contact Us.
3. Sign in with your Amazon account e-mail address and password, or click the "Skip sign in" button. (Signing in will allow you to choose the order and item(s) you want to discuss with us.)
4. Click either the "Phone" or "Chat" tab, depending on which method you wish to use.

I hope this helps. We look forward to seeing you again soon.

Best regards,
Joemer T.

Did I solve your problem?

Yes

No

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

Thank you.

Amazon.com

