Carmen Chow

xx-xxxx Sills Ave.

Richmond, BC V6Y4K8

Canada

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November 17, 2017

Amazon.com, Inc.

Customer Service

PO Box 81226

Seattle, WA 98108-1226

USA

Dear Customer Service Representative:

Under the advertised Amazon Prime guarantee of receiving newly released video games on day of release, I had preordered the Nintendo 3DS game, “Pokémon Ultra Moon” from your site. However, it has come to my attention that I will be receiving my order “Between November 20nd – 23rd”, instead of on the release date of November 17th. Because it is imperative that I receive this video game on the release date, I will unfortunately have to cancel my order.

This is extremely disappointing, as I was expecting a prompt delivery of the game. As a result, I am uncertain of pre-ordering any more games through Amazon in the future. I understand that the release of highly anticipated video games may be overwhelming, but it is very upsetting as a customer to not receive an item that was guaranteed to be delivered on the specified date.

I hope there will be an improvement in the management of future video game release. Thank you for understanding.

Sincerely,

Carmen Chow

Amazon.com, Inc.

Customer Service

PO Box 81226

Seattle, WA 98108-1226

USA

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November 17, 2017

Carmen Chow

xx-xxxx Sills Ave.

Richmond, BC V6Y4K8

Canada

Dear Ms. Chow:

Thank you for bringing the postponement of your delivery to my attention. I would like to apologize for the delay.

The unprecedented popularity of the video game, “Pokémon Ultra Moon” has resulted in an overwhelmingly large volume of pre-orders just days prior to the release date. This has resulted in a supply shortage.

However, because your item is currently in the middle of the shipping process, I am unable to cancel the order at this time. Once the item has arrived at the destination, you will be able to return the package to begin the refund process.

As an apology for the misunderstanding, you are eligible for a $25 credit from Amazon, whether you choose to continue with the cancellation or not. If you have any further questions about the order, please do not hesitate to contact me.

Regards,

Carmen Chow

Customer Service Representative