

From: "Amazon.com Customer Service" <cust.service03@amazon.com>
Subject: **Your Amazon.com Order #103-9413145-3177806**
Date: September 3, 2010 1:28:36 PM CDT
To: "warlock7@mac.com" <warlock7@mac.com>
Reply-To: "cust.service03+A3UXZM985LUXAM@amazon.com"
<cust.service03+A3UXZM985LUXAM@amazon.com>

Thanks for your comments about updating the lowest price in order details for pre-ordered items.

We'll consider your feedback as we plan further improvements. Customer feedback like yours really helps us continue to improve our store and provide better service to our customers. Thanks for taking time to offer us your thoughts.

The price and availability of items at Amazon.com are subject to change. I know this may be frustrating; however, please know that you will receive the lowest price when we ship it to you which was offered by Amazon.com between the time you placed your order and the release date.

If the price changes before the item ships, you'll see the updated price in Your Account. If the price changes after your shipment is already being prepared, you'll receive a refund within 24 - 48 hours of the release date.

You can visit our pricing policies in our Help pages to read more:

<http://www.amazon.com/gp/help/customer/display.html?nodeId=468502>

We hope to see you again soon.

I'm committed to providing world class customer service. Please tell me how I did by clicking the appropriate link below.

Did I solve your problem?

<http://www.amazon.com/rsvp-y?c=fhveerrx3383966690&q=sn>

If not, I'm very sorry. Please click the link below. You'll also have the opportunity to contact Amazon via phone for immediate help with this problem.

<http://www.amazon.com/rsvp-n?c=fhveerrx3383966690&q=sn>

Best regards,

Rishi.M

Amazon.com

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

<http://www.amazon.com/your-account>

--- Original message: ---

09/03/10 08:03:36

Your Name:ERIK N SNYDER

Order Id: 103-9413145-3177806

Other info:Pre-Order Price Guarantee issue

Comments:The price of this item consistently goes up to the current price rather than showing the lowest price it has hit even though Amazon employees have manually adjusted it back to the lowest price on multiple occasions.

If the lowest price for an item is not reflected in the "Order Summary" page then the customer never really knows what the lowest price an item has reached at any time. This seems very dishonest. The lowest price should always be reflected in the "Order Summary" page. Otherwise Amazon has no real obligation to honor the pre-order price guarantee without constant monitoring by the customer. This item appears to be the only one I have had this problem with. Otherwise it has always appeared that the lowest price has been reflected in my "Order Summary" page.

Since the Amazon software seems to be re-pricing the item to the current price rather than the lowest one, I don't have any way of knowing what I should be charged, until Amazon ships the item at the wrong price and I have to call to get it re-adjusted. This is poor programming in my opinion. It is also horrible customer service and makes me feel the need to constantly monitor the site to see if the price of any item I have under the pre-order policy ever goes lower than it appears on my "Order Summary" page.

Please consider adjusting the software to reflect the lowest price in the "Order Summary" page rather than the current price. It would build confidence and reflect better customer service to your customers. Every time that I have had an order ship it has shipped at the price reflected in the "Order Summary" page rather than at the lowest price it has been at at any time during the period since the pre-order was placed and the "release date" of the item.

Thanks
