

From: "Amazon.com Customer Service" <cust.service03@amazon.com>
Subject: **Your Amazon.com Order #103-9413145-3177806**
Date: September 3, 2010 4:55:16 AM CDT
To: "warlock7@mac.com" <warlock7@mac.com>
Reply-To: "cust.service03+A2VB4FKK8UW05R@amazon.com"
<cust.service03+A2VB4FKK8UW05R@amazon.com>

Hello,

I'm sorry for the inconvenience caused.

I've checked your order, and the current Amazon.com price for Dead Rising 2 is \$56.99. Because this item is eligible for Pre-Order Price Guarantee, when the item is released and shipped, you will be charged either \$47.99 or, if the price decreases between now and the release date, the lowest price.

If the Amazon.com price should increase between now and the release date, you will still be charged \$47.99 at the time of shipping.

Even if I adjusted the price, there is chance of price changing once again to \$56.99.

I request you to wait till the order gets shipped on September 28, If you found you have been charged the higher price, please let us know, we will issue refund for the difference amount of \$47.99 and higher amount you been charged.

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

<http://www.amazon.com/rsvp-mi?c=rrhevgrx3376364486&q=o2r>

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

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=arhebgrx3376364487&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=arhebgrx3376364487&q=sn>

Best regards,

Madhavalatha A.

Amazon.com

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

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

--- Original message: ---

09/02/10 20:40:14

Your Name:ERIK N SNYDER

Order Id: 103-9413145-3177806

Comments:This item has been adjusted repeatedly and the price needs to be adjusted yet again. It is supposed to be \$47.99 and it keeps resetting to 56.99. Please adjust the price in my cart to reflect the lowest price it has been at so that it is honoring the pre-order price guarantee. I don't understand why this item keeps getting moved up in price when it is a pre-order. Thanks
