

From: "Amazon.com Customer Service" <cust.service03@amazon.com>
Subject: **Your Amazon.com Order #103-9413145-3177806**
Date: August 24, 2010 12:45:57 AM CDT
To: "warlock7@mac.com" <warlock7@mac.com>
Reply-To: "cust.service03+AAZX3DK51ADQ7@amazon.com" <cust.service03+AAZX3DK51ADQ7@amazon.com>

Hello,

I've reduced the price of the item to \$47.99. This is what you will be charged for the item when your order ships.

You can always check the status of your order in Your Account. Here's a direct link to the order details:

<https://www.amazon.com/gp/css/summary/edit.html?orderID=103-9413145-3177806>

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

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

If yes, please click here:

<http://www.amazon.com/gp/help/survey?p=A2SY2IDJIV5ZCC&k=hy>

If no, please click here:

<http://www.amazon.com/gp/help/survey?p=A2SY2IDJIV5ZCC&k=hn>

Best regards,

Nagendra V.

Amazon.com

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

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

---- Original message: ----

08/23/10 21:55:55

Your Name:ERIK N SNYDER

Order Id: 103-9413145-3177806

Comments:This order is covered by the pre-order price guarantee. The price for this item was at \$47.99 the other day and I saw the "Order Total" on my order was at \$-9.00. Now my "Order Total" shows at \$0.00 and the price for the item in my cart shows \$56.99. For some reason Amazon appears to not be honoring their own pre-order price guarantee policy. The price on this item needs to be honored at it's lowest price, \$47.99. I expect the price to be placed back where it was and Amazon to honor the price that the item went down to.

"Pre-order Price Guarantee! Order now and if the Amazon.com price decreases between your order time and the end of the day of the release date, you'll receive the lowest price."

This appears to be very dishonest, at the least. I should not have to police the website on a regular basis in order to get Amazon to honor their own policies and prices.

Selected Order Items:

Dead Rising 2
