

From: "Amazon.com Customer Service" <cust.service03@amazon.com>
Subject: **Your Amazon.com Order #103-9413145-3177806**
Date: August 28, 2010 12:43:36 PM CDT
To: "warlock7@mac.com" <warlock7@mac.com>
Reply-To: "cust.service03+A2F7ZAOGDC3HC@amazon.com"
<cust.service03+A2F7ZAOGDC3HC@amazon.com>

Hello,

As you requested, I have reduced the price of this item to \$47.99.

Please know that your order will not reflect all the price fluctuations whenever there is a price drop on a pre ordered item. But when the item is released we check our records and customers who have pre-ordered this item would get the lowest price this item was listed from the time the order was placed.

This is done automatically to comfort the customers and ensure that they receive the lowest price when a product is released. "Dead Rising 2" hasn't been released yet and the expected release date is not known. We'll make sure to update our website listing when we know more.

If you need to make any changes to your order, you can view the Order Summary here:

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

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=AY223834MRX1S&k=hy>

If no, please click here:

<http://www.amazon.com/gp/help/survey?p=AY223834MRX1S&k=hn>

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: ----

CUSTOMER: Erik Snyder

COMM ID: A316O10RO24Y2P

EMAIL: warlock7@mac.com

DATE: 08/27/10 23:01:06 PDT

COMMENTS: Bruce S. said he'd call me back next week because the item was going to ship next week. According to the item description, it's not coming out for a month. "This item will be released on September 28, 2010." So, it won't do me any good to be called next week. The price has gone back up and this needs to be addressed. The price was adjusted to match the lowest price that the item was available for and now it has returned to it's old price again. How is this happening? Why does the ship date in my order show that it will be released next week? Probably why Bruce

S. thought he should call me back next Tuesday. Only the item isn't going to be released then... So, would someone please honor the pre-order price guarantee and reduce the price of the item back down to \$47.99 as it was supposed to be? I should have a -\$9.00 "Order Total" on the order, but it shows \$0.00 and I don't believe that the item will ship for the price it is supposed to ship for. Again, this seems very dishonest...