



Amazing Marketer



Plan-Of-Action (POA) / Letter of Appeal
Intellectual Property Complaint



Below is intended plan of action to open your account. Add your details before sending to the Amazon team:

Dear Amazon Team,

Below is intended plan of action to improve my performance:

1. Regarding infringe the intellectual property rights of others I promise i will never use the image or others intellectual properties which are the major reason to leads account suspension. I will make sure to periodically check my email at least twice a day, once in the morning and once at night, shortening my response time to a maximum of one day. I have also set up new systems and alerts for new email messages so I receive them instantly wherever I am, which should help me keep my late response rate below 10%. I will make sure to keep my customers more informed of their orders and help them along the way with any questions or concerns they have.

2. Regarding my shipping out an incorrect item. I will make sure to have proper control over my inventory and to check my listings every night for out of stock or mislabeled items. One of my customer complaints was regarding receiving the wrong book. When shipping items I will make sure to double check the exact name and serial number of the item before shipping it.

3. Any item shipped out that is not what the customer ordered should not be make it his responsibility to ship the incorrect item back to me. Yet, it is still my responsibility to ship out the correct item to him, or in the case where I do not have that item in stock, issue the customer a full refund. I should not have asked the customer to ship the item back. In the future all items will be inspected for the proper label and serial/isbn number before shipping or listing on Amazon to conform to Amazon's Selling Guidelines.

4. Take care to more closely monitor my performance to make sure I meet Amazon's selling standards and to read through the Amazon Item Availability Guidelines to make sure we are properly handling our inventory.

5. Lastly, we will make sure that each and every customer who buys from us will leave satisfied and happy that he bought from us.

6. I would like to note, that I have checked to make sure the two current customer complaints have been resolved. Also, since I sell in small quantity I hope that I am able to bring my performance back to good standing within a month.

Thank you !!



Amazing Marketer

Supports

Ambitious Sellers

All Over The World



2,000+

Suspended Account
Re-opened



8,000+

Amazon Related
Queries Answered



600+

Sellers Supported

KEEP SELLING, KEEP SMILING!