



Monica Chan <monica@deal-commerce.com>

ASIN: B073SBZPWY full inbound, hijacked by counterfeit items again! Why?

Salcido, Juston <jsalcido@amazon.com>
To: Monica <monica@deal-commerce.com>
Cc: Richard Lui <richard@deal-commerce.com>

Tue, Apr 23, 2019 at 11:49 AM

Hi Monica,

I just received an update back from our team. They traced the order ID back to the actual vendor and this vendor has not sent in any new shipments to FBA prior to full inbound checks being turned on for this ASIN. So essentially this inventory is old inventory that has been in FBA prior to Transparency.

The next steps would be to report this as counterfeit via Brand Registry using the order ID and images you have. Once the brand registry team has this information they can take the appropriate action.

I do apologize for the inconvenience.

Regards,

Juston

From: Monica <monica@deal-commerce.com>
Sent: Tuesday, April 23, 2019 8:55 AM
To: Salcido, Juston <jsalcido@amazon.com>
Cc: Richard Lui <richard@deal-commerce.com>
Subject: Re: ASIN: B073SBZPWY full inbound, hijacked by counterfeit items again! Why?

Good morning Juston,

Any update from your investigation team? Amazon is still tagging this listing and shipping a counterfeit & wrong item to customers. We are not only suffering sales revenue, but we will also soon see bad customer reviews. We have spent lots of effort to build up our products and customer base. They will question the quality of our product.

Monica

On Fri, Apr 19, 2019 at 9:16 AM Monica <monica@deal-commerce.com> wrote:

Sounds good. Thank you.

On Fri, Apr 19, 2019 at 7:34 AM Salcido, Juston <jsalcido@amazon.com> wrote:

Hi Monica,

I have updated our investigation team and I will be sure to update you as soon as I hear back from them.

Regards,

Juston

From: Monica <monica@deal-commerce.com>
Sent: Thursday, April 18, 2019 12:36 PM
To: Salcido, Juston <jsalcido@amazon.com>
Cc: Richard Lui <richard@deal-commerce.com>
Subject: Re: ASIN: B073SBZPWY full inbound, hijacked by counterfeit items again! Why?

Juston,

We received the Test order. Order ID: 113-9246475-8183425. See attached pictures. I am including 2 individual pictures of the product and 1 picture that shows the comparison of Amazon Counterfeit and our genuine product. Please see the specific issues below:

1) Amazon product has NO transparency code

2) Amazon product is a counterfeit. It has no Mighty Gadget logo or packaging.

2) Amazon product does NOT match the product description. Our product is foam SHEETS (emphasize 50 sheets of 12 x 12 measurement and 1/8 thickness). As you can see the product they sent is a ROLL.

Result: Amazon is offering customers a 100% counterfeit item and 100% NOT as described.

Question: [How could this happen?](#) Specifically, Amazon listed a NON-transparency coded, COUNTERFEIT, NOT as described item.

Question: This is the 2nd time we reported this to you (Transparency Team) after this ASIN became full inbound. Amazon left our listing after we started full inbound. [How can they do it again?](#)

Question: [When will this end? Should we expect Amazon tag onto our listings with counterfeit items moving forward?](#)

Our product is trademarked. We are registered in Amazon Brand 2.0. This ASIN is 100% full inbound transparency. We have previously reported this counterfeit issue to Amazon legal team (last year). They acknowledged and agreed with our finding. As a result, Amazon vendor removed their listing and inventory back then. A few months later,

Amazon came back. We reported the issue again. A few months later, Amazon came back, we started transparency and full inbound, Amazon left. Now it's back again.

As you can see, the SAME counterfeit issue keeps happening.

If you don't have answers for the questions above, please DO kindly answer our most important questions below:

1) When will Amazon stop tagging on this ASIN?

2) What are the specific steps taken by the Amazon Transparency Program team to avoid this from recurring?

We put great faith in the integrity of your Amazon Transparency program. The purpose of these transparency codes is to AVOID this situation.

I'm looking forward to your swift action on this issue and speedy response.

Thank you,

Monica





On Wed, Apr 17, 2019 at 11:46 AM Monika <monica@deal-commerce.com> wrote:

Absolutely.

On Wed, Apr 17, 2019 at 11:46 AM Salcido, Juston <jsalcido@amazon.com> wrote:

Thank you. Once you have the test buy can you supply images and I will update the team with those.

Regards,

Juston

From: Monica <monica@deal-commerce.com>

Sent: Wednesday, April 17, 2019 11:28 AM

To: Salcido, Juston <jsalcido@amazon.com>

Cc: Richard Lui <richard@deal-commerce.com>

Subject: Re: ASIN: B073SBZPWY full inbound, hijacked by counterfeit items again! Why?

Hi Juston,

Just saw your 2nd email. I just bought it. Order Number:

113-9246475-8183425

Guaranteed delivery: April 18, 2019

Monica

On Wed, Apr 17, 2019 at 11:12 AM Salcido, Juston <jsalcido@amazon.com> wrote:

Hi Monica,

The request is created with the support team. When I created the request it asked for a Test Buy Order ID. Have you performed a test buy? If so, can you provide the order ID?

If not, I would suggest you perform a test buy in the event the support team comes back and tells me this is required.

Regards,

Juston

From: Salcido, Juston
Sent: Wednesday, April 17, 2019 11:07 AM
To: 'Monica' <monica@deal-commerce.com>
Cc: Richard Lui <richard@deal-commerce.com>
Subject: RE: ASIN: B073SBZPWY full inbound, hijacked by counterfeit items again! Why?

Hi Monica,

I will create an investigation request with our support team now. I will update you as soon as I hear back from them. I do apologize for the inconvenience.

Just a few things to note here. If you sell in other sales channels to other third parties and Amazon then purchases products from them, they will have Transparency codes on the products they purchase. You do not need to be an Amazon vendor in order for Amazon to sell your products.

Regards,

Juston

From: Monica <monica@deal-commerce.com>
Sent: Wednesday, April 17, 2019 10:39 AM
To: Salcido, Juston <jsalcido@amazon.com>
Cc: Richard Lui <richard@deal-commerce.com>
Subject: ASIN: B073SBZPWY full inbound, hijacked by counterfeit items again! Why?

Hi Juston,

Please check ASIN: B073SBZPWY. It's been full inbound for months now. We just saw that Amazon.com is selling our product again. We DO not sell and have never sold any of our products to Amazon.com. We are NOT an Amazon vendor. They should NOT have our products.

See attached screenshot.

In addition, I added their listed item to cart and entered Quantity 999. In case, Amazon is selling a few items that were not scannable from their warehouse. However, it looks like Amazon has MORE than 999 units to sell.

Since it's impossible for Amazon.com to have our genuine item with transparency codes, how can they tag onto this listing?

Please investigate ASAP.

Thank you,
Monica

The screenshot shows the Amazon shopping cart page. At the top, there's a navigation bar with the Amazon logo and search bar. Below that, a banner for 'Shop Deals of the Day' is visible. The main content area is divided into several sections:

- Store Card:** A card for Richard offering a \$10 off instantly upon approval for the Amazon.com Store Card. Current subtotal is \$10,179.81, and cost after savings is \$10,169.81.
- Shopping Cart:** The primary item is a '50 Pack of Mighty Gadget 12" X 12" Foam Wrap Sheets, Safety Wrap Dishes, China, and Furniture, Foam Wraps Cushioning for Moving Storage Packing and Shipping Supplies, 50-Pack (White)'. Price is \$10.19, quantity is 999. Subtotal for 999 items is \$10,179.81.
- Saved for later (78 items):** A list of other items including a BLACK+DECKER trimmer and a Devoko ergonomic chair.
- Sponsored Products:** Recommendations for cushion foam and moving boxes.

The screenshot shows the product page for the '50 Pack of Mighty Gadget 12" X 12" Foam Wrap Sheets, Safety Wrap Dishes, China, and Furniture, Foam Wraps Cushioning for Moving Storage Packing and Shipping Supplies, 50-Pack (White)'. The page includes:

- Product Title and Image:** The product name and a stack of white foam wrap sheets.
- Price and Shipping:** Two options are shown: \$9.99 with Prime and free shipping, and \$10.19 with Prime and free shipping. Both include a \$0.79 estimated tax.
- Condition:** Both options are for 'New' items.
- Delivery:** Two delivery options are provided: 'Fulfillment by Amazon' (delivered Friday, April 19th) and 'Amazon.com' (delivered Thursday, April 18th).
- Seller Information:** The product is sold by 'Mighty Gadget (USA Merchant)' with a 383,888 rating.
- Buying Options:** 'Add to cart' buttons are present for both shipping and seller options.