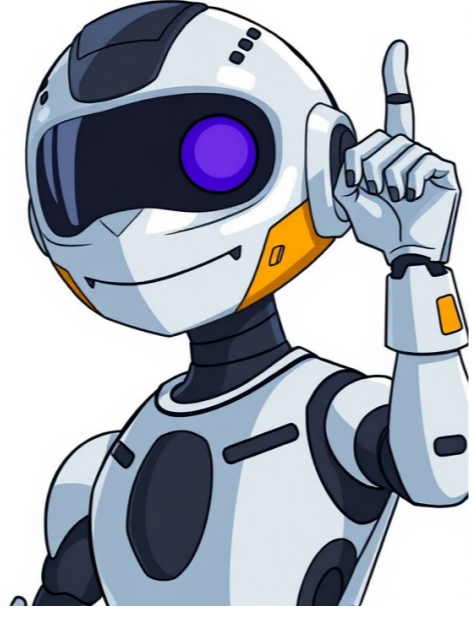


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I Wrote to customer support to get help with a faulty Fire TV stick 4k, stuck on update, known issue.After troubleshooting with 5 different agents, they offered me a refund on a newly purchased new gen FireTV 4k if I purchase it right then.I ordered the product and was promised that upon delivery the amount paid will be automatically wired on my debit card and was advised to dispose of the defective unit.The package arrived next day. After on Saturday.No sign of the money though.So on Wednesday I've contacted customer support again.They apologized and after chatting for 2hour 20' realized that I will not be getting my money back, the new agent stated that the support representative that tricked me to buy a new product in exchange of a refund was wrong and falsely promised me a refund.I ordered a brand new controller and the package never came its still tracking to this day with no updates for delivery or notifications on the whereabouts of the packageAmazon is best online shopping website. It's user friendly. You can available different offers and also you can free of cost return if you don't like product. It's fantastic online shopping platformWhat joke of a Co, but like so many megga rich Co (that apparently get out of paying UK tax) their service (try and get a human on the phone) and products are terrible.1 - their constant miss match charging when you buy a number of products in ONE transaction, get charged on your cc separately, so you cannot match the original order to your statement, and when you add seperate charge on the statement together, they never match what the original order on your acc says was the total - WONDER HOW AMAZON IS SOOO RICH ??? - their online Prime Video, happy to charge, but trying to stop the constant error codes that prevent you watching what you have paid for - ie get a human being to answer the phone. Joke 2.So yep we will all continue to use Amazon, as there is no current competitor with their set up, so rant over, just be warned - give up on Prime, cancell it, and watch your bills.. is going somewhere ?Yesterday failed delivery at 9.51 pm i was at home i never left the house, so tracking update was false.Today another item should have been delivered, the d48ver knocked handed me the goods from previous day, said he couldn't find my small package he went back to his van to look, then drove away and marked package handed to resident, customer service will not replace or refund until Friday!Know I know delivery drivers are allowed to lie to customers, because customers dont matter, will recommend that anyone who wants to order from Amazon think carefully.Today (Tuesday 3 December 2024) I was waiting for RM to collect my return to Amazon. I was waiting for the call or whatever from them but everything I got was the following lying email: "Unfortunately, we couldnt collect due to the following reasons: QY864796559GB - The parcel wasn't available when we called (3 December 2024 at 11.56am). They never called which I can prove. Ive checked online and found there are many others who experienced the same lie from royal mail. So the conclusion is that either the RM or Amazon are responsible for the fact as Amazon is not happy to accept returns. Well, I will stop vbuying things from amazon and using RM.Date of experience: 03 December 2024I have always been happy with Amazon (aside from the fact returns could be a smoother process in Ireland) until today. I had two accounts, UK and US, but they were not linked as prime membership, order history, etc. didnt show on US account and emails received are from different email addresses with different registered companies shown. As I could not connect prime to my US account I decided to cancel it. However, this also cancelled my UK account despite them being separate and correspondence received in relation to cancelling the US account not mentioning cancelling my UK account. I now cant access my ring doorbell, prime tv or amazon for UK and have lost money as I have paid in advance for subscriptions. I called within 15 minutes of account access being removed and was on the phone for 1 hour and 7 minutes having consistently being put on hold and was told there is nothing that can be done. At no point was I offered a call back when the issue had been looked into and the agent insisted I stay on the call while she typed up notes even though my call was not going to be further transferred and I explained that I was abroad so the call would be expensive. I assume that was so another call didnt drop in but poor customer service. It was mentioned on the call that the agent could see my account yet it cant be reinstated - I just dont understand. Im really unhappy with the lack of clarity in relation to closure of the account and cant see how it is compliant under GDPR. There is no way my data was permanently deleted so quickly and I dont know why it cant be reinstated considering I didnt consent to erasure of my UK account and requested it be reinstated.I BOUGHT KARCHER K7 ON AMAZON DE.THEY JUST DROPPED IT IN FRONT OF MY DOOR WHEN I WAS NOT AT HOME AND I EVEN HAD ANY CHANCE TO CHECK IT AND REFUSE!!!PACKAGING WAS DAMAGED AND PRODDUCT DID NOT WORKIT WAS USED BEFORE AND RE-SOLD TO ME!!! PAID 50 FOR DELIVERY AND THEY DEMANDED ANOTHER 50 FOR RETURN!WHEN I TRIED TO MAKE COMPLAINT THEY FO NOT ANSWERED!DID NOT RECOMMEND THIS COMPANY!!!Yes, I agree with it its isn't amazon's mistake but the seller who is marking. But amazon applies policies of 7 days returns and refunds. You should thank amazon for such policies.Fast and Reliable Delivery. Amazon UK has always satisfied me with its fast and reliable delivery service. I appreciate the wide range of products available, often at competitive prices. The Prime membership benefits, like next-day delivery and access to Prime Video, are a significant plus. However, I occasionally encounter issues with product packaging, which can be frustrating. Overall, the convenience and efficiency make it my go-to online store.especially when the packaging isn't sufficient to protect the item during shipping. The user-friendly website, excellent customer service, and consistent delivery performance are impressive. The Product Durability in Amazon is the best. Customer Service already top notch. There aren't any hidden charges at all. Despite these minor drawbacks, the overall convenience, competitive pricing, and extensive product selection make Amazon UK my go-to online store. Whether Im shopping for electronics, books, or household items, I can always count on Amazon to deliver a seamless shopping experience.I am trying without luck to have contact with customer services at Amazon - can't find a phone number anywhere. 3rd kindle I have bought that has failed me! Does anyone have a number?There is also a dedicated number for KindleHope this helps and you get it sorted out, I think perhaps the fact that there is a dedicated number says it all !Why can't we get through to customer services? They have given me a phone number but no one to talk to.Jasonundlop, Are you serious?Why didn't I think of that? If I want an answer to an Amazon business problem go to Google Brilliant????????????? nom masculin invariable (mot anglais donnees volumineuses) Domaine technologique ddi lanalyse de trs grands volumes de donnees informatiques (petaoctets), issus d'une grande varit de sources, tels les moteurs de recherche et les rseaux sociaux; ces grands volumes de donnees. 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