

How to file a complaint about a partner company on Amazon's website.

1st way

Step 1. Scroll all the way down

Step 2. Click Help

Step 3. Click on Report something suspicious

Step 4. Choose Report suspicious product or seller

2nd way

Step 1. Click on All on the top left

Step 2. Scroll down

Step 3. Click on Your Account

Step 4. Click on Customer Service

Step 5. Click on Report something suspicious

Step 4. Choose Report suspicious product or seller

Then, using Neilson's 10 Usability Heuristics, evaluate Amazon's usability.

Learnability/ Understandability

- Very complicated interface with too many options
- Option was hidden all the way at the bottom of the website
- It was not easy to complete the task

Flexibility/ Compliance

- There were two different ways to get to the same service
- It does not adhere to the

Efficiency

- It did take a while to find where to click
- The pages loaded very quickly
-

### Memorability

- It is difficult to remember with menus hidden under other menus
- The user doesn't help the user at all

### Errors/ Robustness

- Error was occurring if the user isn't logged in; it will not let you complain or get help without an account. There's no fix to that

### Satisfaction/ Attractiveness

- The design suits the purpose of selling more products,
- It is not a pleasing website because it is cluttered with buttons that try to sell you something
- Help service gets hidden and is under other menus