



Seller messaging assistant **BETA**

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Messaging assistant

Hi, I'm the messaging assistant for Amazon's selling partners.

What can I help you with?

17:24

An order I have placed

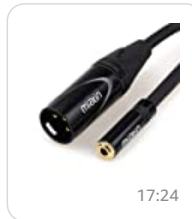
17:24



Messaging assistant

Which of the following do you need help with?

17:24



17:24



Messaging assistant

Which of the following do you need help with?

17:25

Other

17:25



Messaging assistant

Which of the following do you need help with?

17:25

Other

17:25



Messaging assistant

Let me help you send a message to the seller.

► **IMPORTANT NOTICE:**

17:25

Cancel

18:06



Messaging assistant

[Continue shopping](#)

This product was clearly advertised as suitable for use with a Rode HS2 microphone. The details stated that it would step down 48V of phantom power to the 3-5V suitable for that and other such plug-in power

Saved for later (181)

microphones. I plugged in my HS2 and turned on the phantom power. Nothing apparently happened. Thinking there may be something wrong with the connection, I plugged my Rode Smartlav + in instead. Once again, nothing apparently happened. I then plugged both microphones into the recorder with which I usually use them. They no longer worked. I then measured the microphone-connection end of your cable with a voltmeter, and it showed that it had just fed these £224.25 worth of microphones a full dose of 48V, thus destroying them. I have already talked to Amazon Customer Service about this, and they told me to initiate proceedings by making my claim for £224.25 in compensation directly to you. I include screengrabs of the invoices for the two destroyed microphones, photographs of same, together with a photograph of the voltmeter clearly showing that the voltage was not stepped down as advertised. Hope to hear from you shortly. Regards, Ben Rowlinson

18:06



Messaging assistant

Done! I sent your message to miatin.

Give the seller a few days to respond. If you haven't heard back from miatin by 15 June 2021 or if they haven't been able to help you, please contact us again.

Is there anything else I can help you with?

18:06

That's all.

I have another question.