

From: Benjamin Rowlinson benrowlinson@blueyonder.co.uk
Subject: Re: Your Amazon.co.uk Order # 205-0403935-3465960
Date: 16 June 2021 at 10:41
To: cs-reply+ALZY6J4V7LFOQ@amazon.co.uk



Incident occurred Sunday, 13th June, 2021

Damage received to property amounts to complete destruction of 2 lavalier-type microphones, one Rode HS2, one Rode SmarLav+, due to their having been fed 48V rather than the 3-5V the product claimed it would deliver.

Replacement value of the items amounts to £224.25. This does not reflect any of the postage charges I'll have to pay, nor does it reflect the tremendous inconvenience I have suffered as a result of this incident. Nevertheless, I am prepared to settle on this low-ball figure in order to keep things simple and to get all of this over and done with quickly.

I attach copies of my communication (ignored) with the seller of the item, together with the text of an e-mail I sent to Amazon today, in reply to the previous e-mail sent by you in connection with this incident, which was rejected by the system.

url for a repo on which I am keeping copies of all materials pertinent to this incident:

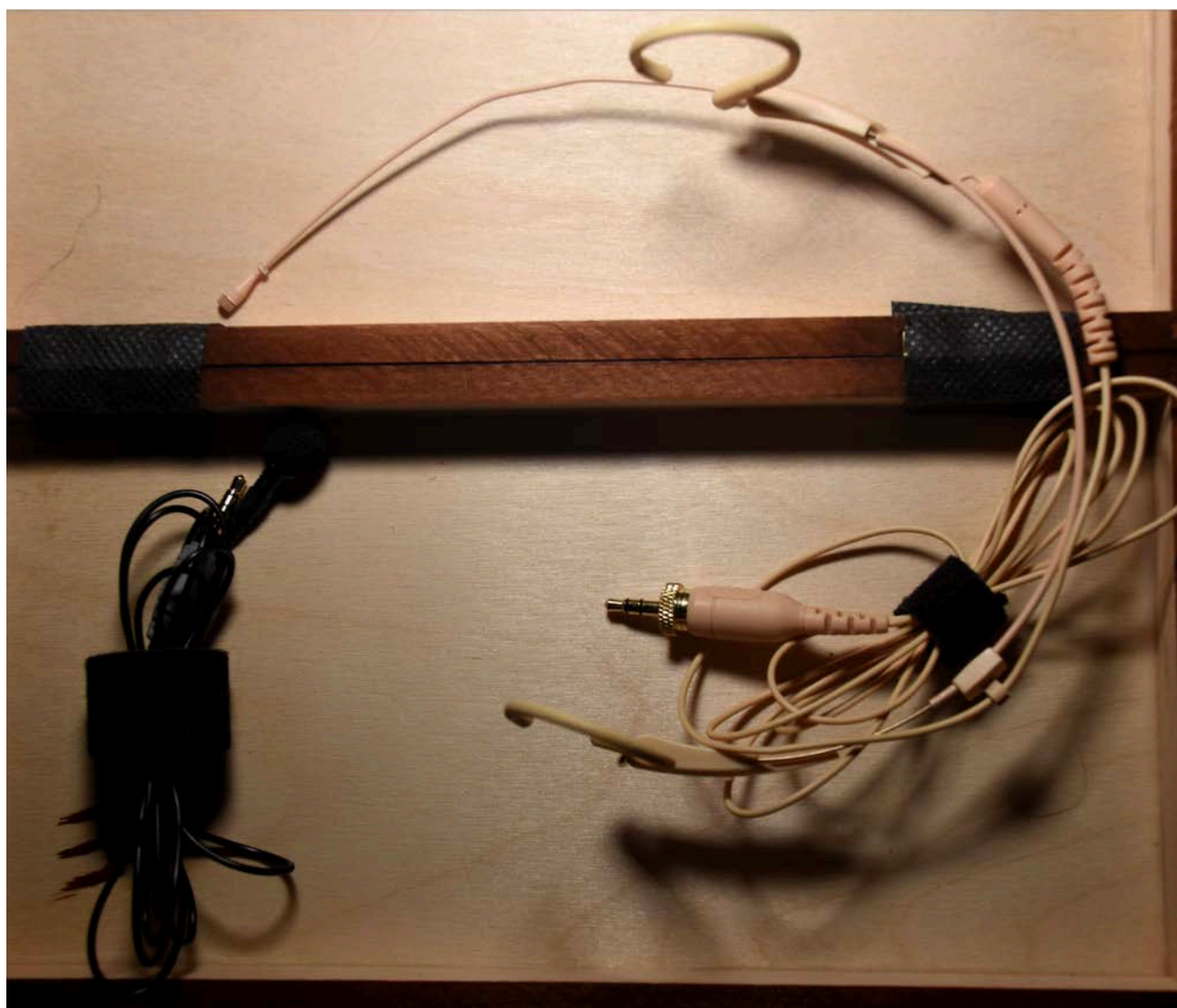
<https://github.com/benrowlinson/48VintoHS2incident>

Regards,

Ben Rowlinson

—

The two destroyed microphones:



Voltmeter demonstrates that the voltage was not stepped down as advertised:





Product as received (in its entirety – no manual or warnings of any kind):





Invoice for SmartLav+



Invoice

BEN ROWLINSON
26 KINGSWAY PLACE, SANS WALK
LONDON, EC1R 0LU
GB

Paid

Payment reference ID 2YVBM0CPLdGLGa7aBzLF
Sold by Amazon EU S.à r.l., UK Branch
VAT # GB727255821

Invoice date / Delivery date 15 January 2021
Invoice # AEU-INV-GB-2021-24821008
Total payable £208.89

For customer support visit www.amazon.co.uk/contact-us

Billing address

Ben Rowlinson
26 Kingsway Place, Sans Walk
London, EC1R 0LU
GB

Delivery address

Benjamin Rowlinson
Goodsoal Farm, Burwash Common
Etchingham, East Sussex, TN19 7LX
GB

Sold by

Amazon EU S.à r.l., UK Branch
1 Principal Place, Worship Street
London, EC2A 2FA
United Kingdom
VAT # GB727255821

Order information

Order date 15 January 2021
Order # 026-6157718-8797163

Invoice details

Description	Qty	Unit price (excl. VAT)	VAT rate	Unit price (incl. VAT)	Item subtotal (incl. VAT)
Rode Smartlav+ Lavalier Microphone for Smartphone ASIN: B00EO4A7L0	1	£40.83	20%	£49.00	£49.00
RODE Wireless GO - Compact Wireless Microphone System ,WIGO ASIN: B07QGGBNMN	1	£133.24	20%	£159.89	£159.89
Shipping Charges		£0.00		£0.00	£0.00

Invoice total £208.89

VAT rate	Item subtotal (excl. VAT)	VAT subtotal
20%	£174.07	£34.82
Total	£174.07	£34.82

Invoice for HS2:

Gear4music Limited
Kettlestring Lane, Clifton Moor,
York, YO30 4XF
United Kingdom

Invoice
Page 1 /

Tel: 0330 365 4444
Fax: 01904 898 626
VAT Reg.: 552 0332 82
Company No.: 3113256
info@gear4music.com
www.Gear4music.com



Account No.	Date	Invoice No.
WROW4AC	07/06/2021	W6895403

Invoice Name/Address Benjamin Rowlinson 26 Kingsway Place Sans Walk London EC1R 0LU		Delivery Name/Address Benjamin Rowlinson 26 Kingsway Place Sans Walk London EC1R 0LU		
I&C Sequence No.	Payment Due Date	Delivery Method / Tracking No.		Sales Rep
GBA-4776533		NEXT available Working Day delivery / 15500203542666		No Salesman
Quantity	Description	Exc. VAT	VAT	Inc. VAT
1	Rode HS2-P Headset Microphone, Large - Nearly New	146.04	29.21	175.2

—

COMMUNICATION TO SELLER – SENT 13TH JUNE – IGNORED BY SELLER:

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 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

COMMUNICATION SENT IN REPLY TO PREVIOUS E-MAIL FROM AMAZON REGARDING THIS INCIDENT – REJECTED BY AMAZON E-MAIL SYSTEM

Dear Elizabeth,

Though it says I should wait "five working days" for a response from the seller, the amount of time we agreed I should wait per our telephone conversation and via the messaging assistant (printout in repo) was two working days, which have now gone by. There has, as anticipated, been no response from the seller.

I have considered this incident in great detail, and cannot see any way in which the seller does not bear full responsibility for the destruction of my precious, much loved and expensive microphones. What is more, the tremendous inconvenience caused by this delinquent cable has been materially no less significant than the replacement value of said microphones. Nevertheless, I am prepared to settle for the amount, £224.25, stated in my communication with the supplier in order to get this over and done with quickly.

I enclose my communication with the seller, together with a link to the repo on which I've uploaded all pertinent documents, including the images you told me to provide, for your convenience.

Regards,

Ben Rowlinson

Post to seller follows:

- This product was clearly advertised as suitable for use with a Rode HS2 microphone. The details stated that it would step down

> 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 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

repo: <https://github.com/benrowlinson/48VintoHS2incident>

On 16 Jun 2021, at 10:10, [Amazon.co.uk <cs-reply@amazon.co.uk>](mailto:cs-reply@amazon.co.uk) wrote:

- Date incident occurred
- Full detailed description of damage received to property
- Copy of invoice/receipt confirming costs for repair/replacement
- Full description of damage received to property including approximate costs for repair/replacements
- Photographs of the damage caused
- Photographs of the product in its current condition