



cs-reply@amazon.co.uk

кому мені ▾

06:34 (6 годин тому) ☆ 😊 ↶ ⋮

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англійська (Велика Британія) ▾

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Перекласти лист

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Переслати перекладений лист

Message From Customer Service

Dear Oleksii,

This is Irene with Amazon's Executive Relations team.

I wanted to give you a call, but it was too early and I didn't want to risk waking you.

I am sorry to learn of the incident you reported related to the driver behavior.

What you described is incredibly unpleasant and absolutely unacceptable.

We expect our delivery partners to conduct themselves professionally, and regrettable this delivery partner did not. Please accept my apologies for the inconvenience caused.

In order for us to escalate your feedback appropriately, we will need to share the incident information you provided with the company contracted for the delivery.

That company may share it with their driver during the course of the investigation.

Do we have your consent to share this information as part of the escalation process?

Due to data regulations we are unable to share the outcome of the investigation, rest assured this will be handled accordingly.

Please let us know by replying directly to this email.

I will try to connect with you today between 9.00 AM and 4.00 PM.

Thank you for your co-operation.

Your feedback is helping us build Earth's Most Customer-Centric Company.

Warmest regards,  
Irene  
[Amazon.co.uk](#)

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Oleksii Chepur

<chepuroleksii@gmail.com>

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07:06 (5 годин тому) ☆ 😊 ↶ ⋮

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Good morning,

Thank you for reaching out. I appreciate this. However, I still have concerns that need to be properly addressed:

- I need confirmation that this driver will no longer be assigned to deliver to my address. Given the nature of the incident, I require assurance that such behavior will not be repeated. Additionally, I find it inappropriate to cite “confidentiality” in this matter when it directly concerns my safety and privacy.
- I request that a permanent delivery instruction be added to my account stating that Amazon drivers are strictly prohibited from entering my property under any circumstances. Please confirm once this has been processed.

Furthermore, I do not understand what specific actions Amazon is taking regarding this issue? Company responses so far have been vague, and I need clarity on what measures are being taken to ensure my safety and from happening this again. How is Amazon holding the responsible party accountable?

Additionally, I would like to know what compensation Amazon is offering for the stress and inconvenience caused by this serious breach of privacy.

Regarding your proposed solution, I would like to understand the purpose of the conversation before having it. Based on Amazon’s handling of this situation, I do not believe this matter is being taken seriously enough.

Kind regards,  
Oleksii

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