**GMX** FreeMail

# Re: Package didn't arrive: Request a replacement item(Order: 028-1146196-0179502)

| | |
|---|---|
| **Von:** | "Book Depository UK (DE) - Amazon Payments" <y4fybvc1zyvvt93@marketplace.amazon.de> |
| **An:** | markushaas1@gmx.de |
| **Datum:** | 25.05.2022 11:46:43 |

**amazon**

**You have received a message from the Amazon Seller - Book Depository UK (DE)**

View this message on Amazon

Order ID: 028-1146196-0179502

| Count | Product Name and ASIN |
|---|---|
| 1 | C++ Core Guidelines: Best Practices for Modern C++<br>ASIN: 013687567X |

##- Please type your reply above this line -##

**Poppy B** (Book Depository)

May 25, 2022, 10:46 GMT+1

Hi Markus,

Thank you for your message.

I am so sorry that this hasn't arrived.

I've ordered a replacement copy of C++ Core Guidelines Explained : Best Practices for Modern C++  for you. Please allow few days  for the items to ship and then 7 - 10 working days for delivery.

Please let us know if the original copy arrives. Please note that an automated email notification will not be sent to you once your replacement has been dispatched. Apologies for any inconvenience caused.

Kind regards,

Poppy B
Customer Advisor

### Markus Haas

May 25, 2022, 10:42 GMT+1

You have received a message.

Order ID: 028-1146196-0179502:

| # | ASIN | Product Name |
| 1 | 013687567X | C++ Core Guidelines: Best Practices for Modern C++ |

Message:

|

Hello i havent Received the book and i want a replacement and Not a refund.
Pleased answer the mail. Greetings and Kings regard.

--
Diese Nachricht wurde von meinem Android Mobiltelefon mit GMX Mail
gesendet.
Am 25.05.22, 07:33 schrieb "Book Depository UK (DE) - Amazon Payments" <[E-
Mail-Adresse entfernt]>:

You have received a message from the Amazon Seller - Book Depository UK
(DE)

View this message on Amazon

Order ID: 028-1146196-0179502

Count Product Name and ASIN
1 C++ Core Guidelines: Best Practices for Modern C++
ASIN: 013687567X

### Markus Haas

May 25, 2022, 10:40 GMT+1

You have received a message.

Order ID: 028-1146196-0179502:

| # | ASIN | Product Name |
| 1 | 013687567X | C++ Core Guidelines: Best Practices for Modern C++ |

Message:

|

Hello i havent Received the book and i want a replacement and Not a refund.
Greetings and Kings regard.

--
Diese Nachricht wurde von meinem Android Mobiltelefon mit GMX Mail
gesendet.
Am 25.05.22, 07:33 schrieb "Book Depository UK (DE) - Amazon Payments" <[E-Mail-Adresse entfernt]>:

You have received a message from the Amazon Seller - Book Depository UK
(DE)

View this message on Amazon

Order ID: 028-1146196-0179502

Count Product Name and ASIN
1 C++ Core Guidelines: Best Practices for Modern C++
ASIN: 013687567X


**Poppy B** (Book Depository)

May 25, 2022, 06:33 GMT+1

Hi Markus,

I hope you are doing well.

You are speaking to Poppy B from the Book Depository team.

I am very sorry to hear that your order has not yet arrived.

 As we would've expected the parcel to arrive by now, it is possible it may have
been lost in transit.

As the order has not been received as yet, could you kindly let us know
whether you would like a replacement or a refund?

Apologies for any inconvenience caused.
Kind regards,

Poppy B
Customer Advisor


**Markus Haas**

May 24, 2022, 18:24 GMT+1

You have received a message.

# 028-1146196-0179502:
1 / C++ Core Guidelines: Best Practices for Modern C++ [ASIN: 013687567X]

------------- Message: -------------

Sorry I didnt receive the book. PLease answer me and send me the book

------------- End message -------------

Was this email helpful?
https://sellercentral.amazon.de/gp/satisfaction/survey-form.html?ie=UTF8&
HMDName=NotificationBusEmailHMD&
customAttribute1Value=BBC_MESSAGE_SENT_TO_MERCHANT&
customAttribute2Value=Param2&customAttribute3Value=Param3

No Response Needed https://sellercentral.amazon.de/messaging/no-response-
needed?t=A05226591U5HCQCLHQSVM&m=A0113583YQLS02VAXOFX&
mp=A1PA6795UKMFR9&c=A2O0NLZPCZ5AO5&
h=7a119826ca9bc27c4c0b54d5ced1343e5dd974c3&s=1

Report questionable activity

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and to help arbitrate potential disputes, we retain all messages buyers and
sellers send through Amazon.com for two years. This includes your response
to the message above. Amazon.com uses filtering technology to protect buyers
and sellers from possible fraud. Messages that fail this filtering will not be
transmitted.

[YDXZDG-8O3K]

**View this message on Amazon**

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Did this solve your problem?
Yes                    No

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amazon                                                             f    y    P    O

For Your Information: To help protect the trust and safety of our marketplace, and to help arbitrate potential disputes, we retain all messages buyers and sellers send through Amazon.de for two years. This includes your response to the message above. Amazon.de uses filtering technology to protect buyers and sellers from possible fraud. Messages that fail this filtering will not be transmitted.

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[commMgrTok:A015522519KOZCNU01QI]