

**Frank W Sweet**

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**From:** "Amazon.com Customer Service" <cust.service03@amazon.com>  
**To:** <sales@backintyme.com>  
**Sent:** Wednesday, November 05, 2008 12:49 PM  
**Subject:** Your Amazon.com Inquiry

Greetings from Amazon.com.

As stated previously, due our strict customer confidentiality and account security policy any review removal will be discussed only with the person who wrote the review. I hope you will understand the importance of our security measures despite any disappointment this may cause..

However if the author that originally contacted us would like to do so again, we could release the information to them.

I understand that you are upset, and I regret that we have not been able to address your concerns to your satisfaction. Unfortunately, we will not be able to offer any additional insight or action on these matters.

We've appreciated your business and hope to have the opportunity to serve you again in the future.

Please let us know if this e-mail resolved your question:

If yes, click here:

<http://www.amazon.com/rsvp-y?c=bhgxhwtf3260551565>

If not, click here:

<http://www.amazon.com/rsvp-n?c=bhgxhwtf3260551565>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail.

To contact us about an unrelated issue, please visit the Help section of our web site.

Best regards,

Sara L.

Amazon.com Customer Service

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Check your order and more: <http://www.amazon.com/your-account>

---- Original message: ----

CUSTOMER: Frank W Sweet

COMM ID:rvcxveef3256619231

EMAIL: sales@backintyme.com

COMMENTS: Okay. Let me make sure that I understand.

1. You (Amazon.com) are still threatening to remove some of Backintyme Publishing's titles from your website.
2. You (Amazon.com) are still refusing to tell us which titles you are threatening to remove.
3. You (Amazon.com) are now refusing to tell us why you are threatening to remove some of Backintyme Publishing's titles from your website.

Did I get that right?

Frank W Sweet, President  
Backintyme Publishing

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Thank you for writing to us at Amazon.com.

Again I apologize for your frustration.

Please understand that due our strict customer confidentiality and account security policy any review removal will be discussed only with the person who wrote the review. I hope you will understand the importance of our security measures despite any disappointment this may cause..

However if the author that originally contacted us would like to do so again, could release the information to them.

Thank you for your understanding.

Please let us know if this e-mail resolved your question:

If yes, click here:

<http://www.amazon.com/rsvp-y?c=rvcxveef3256619231>

If not, click here:

<http://www.amazon.com/rsvp-n?c=rvcxveef3256619231>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail.

To contact us about an unrelated issue, please visit the Help section of our web site.

Best regards,

Stacy  
Amazon.com Customer Service

=====

Check your order and more: <http://www.amazon.com/your-account>

----- Original message: -----

CUSTOMER: Frank W Sweet  
COMM ID:rbgxbewf3266449443  
EMAIL: sales@backintyme.com

COMMENTS: Your email is fraudulent. First, Backintyme publishing has no corporate buying account with Amazon.com. Second, we have no one on our staff named "Jan." Third, the phone number in your email is fraudulent--it is the telephone of a public library in Massachusetts that does not order from Amazon and has never heard of Backintyme Publishing. Please do not send any more fraudulent emails to Backintyme Publishing.

Please address our original request: Either (1) name the Backintyme books that you threaten to pull from your catalog or (2) restore all of the deleted reviews by our author A.D. Powell (none of which were for her own book) and retract your unjustified threat against Backintyme Publishing.

----- Original message: -----

Greetings from Amazon.com.

We are responding to a recent request concerning your corporate account. For security reasons, we can only give account information to the person whose name is on the account. For this reason, I am sending my reply to this e-mail address rather than giving it to the person who made the request.

We appreciate your patience with our security measures and I apologize for any inconvenience this situation may cause.

Jan contacted us about placing an order using the Corporate Account. At your convenience, please contact Jan at 978-468-5577.

Corporate account managers can add or delete authorized purchasers through the Corporate Accounts management area:

<http://www.amazon.com/gp/corporate/>

For more information on viewing and managing a corporate account, please visit the corporate accounts section of our online Help pages:

<http://www.amazon.com/gp/help/customer/display.html?nodeId=599794>

Thank you for shopping at Amazon.com.

Please let us know if this e-mail resolved your question:

If yes, click here:

<http://www.amazon.com/rsvp-y?c=rbgxbewf3266449443>

If not, click here:

<http://www.amazon.com/rsvp-n?c=rbgxbewf3266449443>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail.

To contact us about an unrelated issue, please visit the Help section of our web site.

Best regards,

Stacy

Amazon.com Customer Service

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Check your order and more: <http://www.amazon.com/your-account>

---- Original message: ----

CUSTOMER: Frank W Sweet

COMM ID:ygdxbfwf3261730836

EMAIL: sales@backintyme.com

COMMENTS: You say that two of our books "won't be removed unless there are further violations of our Participation Guidelines."

Your reply is utterly unacceptable. It is also legally actionable. You are threatening to remove books if there is a repetition of a falsely fabricated violation that never happened. But you will not say which books those are. Nor will you say which book presumably violated the participations guidelines.

As we see it, you have two choices: (1) name the Backintyme books that you threaten to pull from your catalog or (2) restore all of the deleted reviews by our author A.D. Powell (none of which were for her own book) and retract your unjustified threat against Backintyme Publishing.

Frank W Sweet, President  
Backintyme Publishing.

----- Original Message -----

From: "Amazon.com Customer Service" <cust.service03@amazon.com>

To: <sales@backintyme.com>

Sent: Monday, November 03, 2008 7:55 AM

Subject: Your Amazon.com Inquiry

Greetings from Amazon.com.

I'm sorry for your concern regarding two of the titles listed on our website.

Unfortunately, I wasn't able to locate the 2 titles in question, but after further research, I see that they won't be removed unless there are further violations of our Participation Guidelines.

If you have any further questions, please contact us at the following link:

<http://www.amazon.com/gp/help/contact-us/general-questions.html>

Again, I apologize for the inconvenience. Thanks for your interest in Amazon.com.

Please let us know if this e-mail resolved your question:

If yes, click here:

<http://www.amazon.com/rsvp-y?c=ygdxbfwf3261730836>

If not, click here:

<http://www.amazon.com/rsvp-n?c=ygdxbfwf3261730836>

Please note: this e-mail was sent from an address that cannot accept incoming e-mail.

To contact us about an unrelated issue, please visit the Help section of our web site.

Best regards,

Sara L.

Amazon.com Customer Service

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Check your order and more: <http://www.amazon.com/your-account>

----- Original message: -----

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Originally From: [sales@backintyme.com](mailto:sales@backintyme.com)

Date: Nov 1, 2008 9:42:13 PM

Subject: Subject: Business threat to us by Amazon.com customer service representative "Peter"

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Originally From: [sales@backintyme.com](mailto:sales@backintyme.com)

Date: Oct 31, 2008 6:52:50 AM

Subject: Subject: Business threat to us by Amazon.com customer service representative "Peter"

TO: Amazon.com Customer Service

Subject: Business threat to us by Amazon.com customer service representative "Peter"

Sirs:

This is a follow up. We sent the following letter to Amazon on October 29, 2008 and have received no answer. This is an urgent matter. We are suffering business and monetary damages until it is resolved. We are advised that if we do not hear from Amazon.com within two weeks from today, we shall turn the matter over to our legal counsel.

Your truly,  
Frank W. Sweet, President  
Backintyme Publishing

===Previous Letter===

Backintyme Publishing currently has 22 titles listed with Amazon.com, of which 12 are currently in print and distributed via Ingram Book Company.

We are informed by one of our authors that you (Amazon.com) threaten to withdraw two of the titles that we currently list with Amazon.com. The reason you have given is the allegation that one of our authors author wrote a review of her own book. The allegation is factually inaccurate. That author has published only one book and has never written a review of it.

We are writing because "Peter" does not say which two of our twenty-two titles he threatens to pull from the Amazon.com catalog. Please let us know immediately which two titles Amazon will no longer offer to customers, so that we can update our appropriate web pages to direct buyers to Barnes & Noble, Books-A-Million, and Borders, and cease directing them to Amazon.com for those two titles.

Your truly,  
Frank W. Sweet, President  
Backintyme Publishing

----- Original Message -----

TO: A.D. Powell

Greetings from Amazon.com.

It has come to our attention that you have submitted reviews for your book. Please know that our Participation Guidelines prohibit publishers and authors from submitting reviews for books they publish or write. We have removed all of these reviews as they violate our Participation Guidelines as posted on our web site.

Any further violations of our Participation Guidelines may result in The removal of both of these titles from our web site. Please feel free to review our Participation Guidelines if you have any

questions:

<http://www.amazon.com/exec/obidos/tg/browse/-/14279631/>

Thanks for shopping at Amazon.com. We hope you'll visit us again soon.

Best regards,  
Peter  
Amazon.com Customer Service