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AMAZON UK SERVICES LTD
1 PRINCIPAL PLACE
WORSHIP STREET
LONDON
EC2A 2FA

260411063642_B1_02

Saturday, 11 April 2026

My ref: 2026-JW-COM-1130
Your ref:

Delivered by email

Dear Mr. John Bumphrey,

**RE: FORMAL COMPLAINT: FAULTY GOODS, FAILED COLLECTION,
MISREPRESENTATION OF RETURN STATUS, AND DENIAL OF SUPPORT**

This complaint concerns Amazon and a clear, multi-point failure across product quality, returns handling, system integrity, and customer support access between 16 March 2026 and 11 April 2026. Each failure is evidenced below and is not disputed by the underlying facts.

On 16 March 2026, I purchased a “SOOMFON Stream Controller SE Deck” for £56.99. The order number associated with this purchase is 202-4037680-8488334. The device is defective. It exhibits intermittent connection failures, repeated resets, and sustained non-responsiveness. This is not a minor defect. The product is unstable in operation and unusable for its intended purpose. It is not of satisfactory quality and not fit for purpose within the meaning of the Consumer Rights Act 2015.

On Thursday 09 April 2026, I initiated a return via your Online Return Centre and selected Royal Mail as the collection agent. The collection was confirmed by your system for Friday 10 April 2026 between 08:00 and 19:00.

On 10 April 2026, I remained available at the collection address for the full confirmed window. No collection took place. There was no attendance at the address. This is a failure of execution, not a missed collection.

The tracking reference provided by your system, YR793570103GB, is not recognised by Royal Mail and returns “Not Applicable”. This calls into question whether any valid collection booking was made.

Following the expiry of the collection window, your system reflected the status “Your return is delayed”, which accurately represented the position at that time.

At 20:09 on 10 April 2026, I contacted Amazon support on 08004961081. I reached an advisor who placed me on mute for an extended period. The call was then placed on hold, and the



agent failed to return to the call. The interaction was effectively abandoned. I terminated the call due to lack of engagement and absence of any meaningful assistance.

At 20:21 on 10 April 2026, I called again and spoke with a second agent. During this call, I was asked to complete account verification via an email or message. I checked both my email inbox and Amazon Message Centre in real time and confirmed that no such verification message had been received or generated.

I made this clear repeatedly.

Despite this, the agent maintained that no assistance could be provided without completion of this verification step. No alternative verification method was offered. I explicitly asked how a customer is expected to verify their account where your systems fail to generate the required verification message. This question was not answered.

I then asked the agent to seek assistance from a floor manager or escalate the issue given the clear system failure preventing verification. The agent refused to do so, without explanation. This is not credible in a contact centre environment where escalation pathways are standard.

Throughout the interaction, the agent repeatedly spoke over me and failed to engage with the substance of the issue. The call was terminated by the agent after 11 minutes and 45 seconds. This constitutes call abandonment.

On 11 April 2026 at 12:25, I contacted Amazon support again. The same verification issue persisted. I was again denied assistance on the basis that I could not complete a verification process which your systems were not enabling. I reiterated that this is a failure within your systems, not a failure on my part.

I requested alternative verification methods, including address validation and order-specific confirmation. These were not offered. I was instead advised that the issue would be "raised" and that I would receive a response within 24 hours. This does not resolve the immediate issue and leaves me unable to access support due to your own system failure.

Following this call, I reviewed the Online Return Centre and noted that the return status had changed from "Your return is delayed" to:

"Pickup failed: Carrier rejected your return – return item was different."

This statement is false.

No collection was attempted on 10 April 2026. Royal Mail did not attend my address. I have reviewed CCTV footage which confirms no attendance. The assertion that the "return item was different" is entirely fictitious and represents a material misrepresentation of events within your system records.

At present, I am unable to cancel or amend the existing return request to select an alternative courier or return method. Your system provides no self-service mechanism to modify or reset the return and instead forces escalation to customer support. However, customer support is unable to assist due to a verification process your systems have failed to complete. This creates a closed-loop failure in which I am simultaneously denied both self-service resolution and assisted resolution, through no fault of my own and solely due to system and process failure.

I am now in possession of faulty goods, unable to progress a return, and unable to access support due solely to failures within your control. This position is not disputed by the underlying facts. It arises from defective goods, failed logistics execution, inaccurate system records, and denial of support.

This is not a single point failure. It is a breakdown across product quality, logistics execution, system accuracy, and customer support access.

The creation and retention of inaccurate records attributing fault to the customer, where no such event occurred, is not a minor error. It is a serious integrity failure within your returns process.

This complaint is submitted under your formal complaints process.

Remedy Sought

In resolution of this complaint, I require the following:

1. Immediate confirmation of a valid return solution, either via confirmed Royal Mail collection or prepaid alternative, together with confirmation that the previously issued tracking reference YR793570103GB is valid, not held, or issued in error.
2. Correction of the return status "Carrier rejected your return – return item was different", confirming whether this record is accurate, not held, or incorrect. If incorrect, it must be removed and your records rectified without delay. The current entry is demonstrably false and, if left uncorrected, amounts to a frivolous and misleading attribution of fault.
3. Confirmation that a full refund of £56.99 will be issued in accordance with my statutory right to reject under the Consumer Rights Act 2015.
4. A single, consolidated explanation addressing:
 - a. the failed collection on 10 April 2026,
 - b. the generation of an invalid or unrecognised tracking reference,
 - c. the subsequent insertion of an inaccurate return status, and
 - d. the failure of your verification process which prevented access to support.
5. A goodwill payment reflecting the cumulative service failure, including the missed collection, time lost, repeated contact attempts, and denial of support.

This matter engages my statutory rights under the Consumer Rights Act 2015. The supply of defective goods, failure to execute a confirmed return, creation of inaccurate records, and denial of support constitute a clear and evidenced breach of those obligations.

The factual position is established and not open to reinterpretation.

If this matter is not resolved in full within 7 days of the date of this letter, or sooner, whichever is sooner, I will proceed with chargeback recovery and escalate the matter to Trading Standards and the appropriate Alternative Dispute Resolution scheme without further notice.

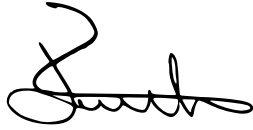
Any attempt to rely on inaccurate or frivolous internal records, or to deflect responsibility for the failed collection, will be formally challenged.

This requires immediate acknowledgement as a service failure and full remediation.



The current return window is due to close on 15 April 2026. If Amazon is unable to resolve this matter immediately, that return window must be formally extended to preserve my statutory rights and prevent procedural prejudice arising from your system and process failures. Any failure to extend the window in these circumstances will be treated as a further denial of my ability to exercise my rights under the Consumer Rights Act 2015.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jack Whittle', written in a cursive style.

Jack Whittle