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I. Sweet Talk

a. Introduction

Hello! My name is Garrett, or as many of you will probably know me: Psychotic. I am a longstanding member of MPGH and have been *social engineering* for over three years. I have refunded an estimated amount of over \$100,000 from Amazon (as a result of my service). Throughout this ebook I will be going over how to **fuck** Amazon effectively. I do my best to keep things clear and concise, and at times there will be necessary paragraphs but it's recommended to read through them as you will receive the full understanding of what I'm trying to convey.

b. 'fuck amazon' vs Other Amazon Ebooks?

My last paragraph ended as a nice transition for me to answer this question as you're probably asking yourself it right now. Why would you buy this ebook over any other ebook pertaining to Amazon or the **free, public** information available on MPGH/internet? The answer is simple: this ebook is *extremely in-depth*, is written by a professional with real experience not only with Amazon but social engineering entirely, I am an academic and this will not be a piece of shit ebook and lastly, it's not just a numbered list how to, this is a **full-fledged** guide. You can expect to be fully informed with this ebook and it'll be not just a one-time read but a back pocket resource for all your social engineer endeavors even in the future. Furthermore, the thorough layout with easy to read text will make it more enjoyable and easy to refer to if you forget something, need to clarify or maybe missed something.

c. Okay, but what kind of ebook is this?

Fucking Amazon will consist of the following:

- i. Knowing what refunding is
 - i.a. Knowing how to refund
 - i.b. Knowing how to adapt to certain situations.
- ii. Understanding what social engineering is
 - ii.a. Being a good social engineer or at least understanding social engineering concepts which will help you adapt to certain situations, be convincing, persuasive, etc.
- iii. Being aware of Amazon's policies
 - iii.a. Adapting to Amazon's policies in real time.
 - iii.b. Thinking on your feet with Amazon's policies and what to do when. Situational awareness.

And no, this isn't the layout of the ebook, for that please refer to the [Table of Contents](#).

II. Foreplay

a. What is it?

The technical definition is as follows: "Social engineering is an attack vector that relies heavily on human interaction and often involves tricking people into breaking normal security procedures."

In essence, social engineering is hacking in real life and has mostly applied to hacking and reconnaissance however is a very common tool in politics and, in our case, getting free stuff by manipulating Amazon reps into believing our story and getting what we want by a convincing attitude and persuasive words.

b. Is it illegal?

Is a politician whipping votes in order to pass a bill illegal? No. But that's a common use for social engineering. Is penetration testing illegal? Depends if it's a black hat or a white hat trying to break in and how the information obtained via social engineering is used. Is exploiting companies for free items illegal? Yes. It most definitely is illegal. It varies from mail fraud, to fraud / theft, to felonies in theft depending on your state's legislature. For example, Colorado laws state that if a stolen item has a value of over \$2000 then you can be charged with a felony.

Now, given that, the question you're probably wanting to clarify is is what WE'RE doing illegal? Or, even better, *will I get in trouble, are there going to be legal actions taken against me, etc?*

No. Not even talking about Amazon but FitBit one of the most social engineered companies other than Amazon has barely implemented a fraud protection team at the end of 2015 and in May of 2016 they still haven't taken any legal actions against any of the offenders. But they're aware of it. Just as Amazon is. SteelSeries has begun billing some of the people who commit fraud against them but it's very rare as it's hard for a company to dictate whether a person is telling the truth or not, it's a flaw in their own policies. If their policies say they need

a picture and a serial number and it's provided then what's to say that person is telling the truth or not? The closest thing to a legal action I've ever heard of regarding Amazon was a police officer acting as a middleman between the person who shipclaimed and the shipping company and was merely asking questions on behalf of them, not an investigation from the police department. Although it was never proven, the most "action" that occurs is a carrier at your door. We'll get into that later.

To summarize, it's illegal, and what we're doing is illegal as we're using social engineering to commit fraud. Plain and simple. The chances of actions being taken against you are extremely slim and even the largest companies that are susceptible to social engineering lack action against offenders because it's extremely difficult for them to do so.

c. How is it used?

As aforementioned it is apart of reconnaissance when hacking as it serves most useful when getting information about a system one is attempting to get into. Any knowledge such as OS, applications installed, ports that are open can simply be retrieved from a human being, by hacking the human a hacker now can hack the system. Which, in its use, would essentially point out not only flaws in a computer system but also in a company's policies (and their employee's understanding of them!!)

c.i Reconnaissance (hacking)

A real life and situation application of social engineering is in hacking. I'm not going to open up my CEH book (Certified Ethical Hacker) from one of my first semesters in college when I thought I wanted to do cybersecurity and digress on the chapters it dedicated to social engineering, but instead I'll summarize how it may and can be used in a hacking sense. If a hacker is attempting to get into a system any type of information regarding that computer/system is essential as they both contribute to potential security flaws. The OS, recent OS updates (zero-days, etc), applications installed (ports, what it's always using), this is reconnaissance, understanding your system and the structure and any of this information can be obtained by a hacker calling the house of this computer and acting like their in-house technician. Or IT. Or someone that says they are aware of a security flaw in their system, wants to talk to IT, and essentially poses questions that almost sound rhetorical in order to get answers that are going to prove useful.

Convincing.

c.ii Politics

You know the saying -- "It's not what you know, it's who you know?". In today's world, this is true, and if there's anything I've learned from House of Cards it's that politics is terrifying and you have to be a certain kind of person to try and get into it. Politics is social engineering. Everything about it is social engineering from getting a bill passed to partnerships, whipping votes to passing bills because everything is a statement and when you're in politics you want as many friends as you can.

Lobbyists. Lobbying is an incredibly priceless aspect of politics and social engineering and they act as your middleman of friends. Will you do this, and what do you want in return? And most of the time, politics is much bigger than a paycheck.

The definition of 'lobbying' (to lobby, verb) is as follows: "seek to influence (a politician or public official) on an issue."

Influence.

c.iii Warranty Exploitation

Warranty exploitation is the number one use of social engineering for "getting free stuff" as people like to say. It's social engineering, the manipulation of company policy to benefit one's self. If a company has a policy to provide a replacement for defective items that is essentially one big gate saying, "Welcome, steal from us without repercussions!". I will only briefly explain it here as I will go more in depth in the future however you just need to understand the gist of it: warranty exploitation involves finding exploits or loopholes in company's policies that permit "replacements" being sent out or the like as if one had purchased it.

Attitude, Personality.

b.iv Shipclaiming

Shipclaiming is what we're doing. We are quite literally claiming something regarding the shipment of the package in order to also exploit Amazon's policies to receive a refund or replacement. Why does this work? Because Amazon assumes all responsibility for lost, damaged or defective packages and are required to provide a refund. Think about it: if you were a company and people weren't receiving items they paid for, you are obligated to give them a refund because they don't have what they paid for.

Furthermore, the shipping industry is ridiculously large and the error percentage is probably bigger than you would expect it. Packages are manually delivered by drivers and they handle hundreds of boxes a day, some are bound to be lost, some are bound to be somewhat tampered with, crime exists, shady delivery drivers exist, and mishandling exist. These are realities and that is why Amazon assumes all responsibility. When we begin enumerating over Amazon's policies this will become more clear and you will begin to understand where the ability to social engineer, to refund Amazon stems from and this will make you a refunding god because not only do you know what to say and when to say it, not only do you know how to adapt to certain situations, but you also know why it works which empowers your ability to refund.

Persuasion.

d. Brief Examples

d.i. Warranty Exploitation

I briefly explained what warranty exploitation entails but giving you some examples should really help if you're having trouble grasping it. In general, it's acting as if you received X product or have X product and X product has Y issue that according to Z's company yields a free replacement or refund. Proof of purchase (POP) is typically required.

Links to examples (both MPGH threads and news stories):

1. <http://www.mpggh.net/forum/showthread.php?t=1101957>

- “Explain to them how you got whatever product and that it won’t turn on”
 - Sounds a lot like an issue with the product and we’re literally exploiting the company’s coverage of their products.

2. <http://www.mpggh.net/forum/showthread.php?t=980556>

- “Tell the rep that your phillips diamond clean toothbrush has stopped power on”.
 - Again. Sounds a lot like we’re claiming we’re having an issue with X product and we’re exploiting the coverage of this product.

If you’re interested in doing your own **warranty exploitation**: find a company, find their warranty page and information and see what they cover. Then, give them an e mail! This isn’t a general SE ebook so I’m not going to go over that.

e. Important Terms

For the most part these terms are the most important terms you should know when social engineering. Some, if not most will not apply to Amazon, but if you wish to continue your endeavor as a social engineer, these are good to know.

- POP – Proof of Purchase
 - Identification of purchase. Typically, a receipt.
- SE – Social Engineer
- AR – Advanced Replacement
 - With warranty exploitation companies will optionally offer an advanced replacement where they will send you the replacement before you have to return the defective one. It’s recommended to not use your actual address, and instead a drop, so you don’t get billed.
- Boxing
 - Sending a box to a company (that doesn’t offer an advanced replacement) that is empty. Most of the time their system will automatically scan the label they give

to you identifying it as the defective product which requires a replacement to be sent to you.

- Bulking
 - Social engineering more than one item at a time or from the same company.
- CC – Credit Card
- GC – Giftcard
- PID – Product Identification Number
 - Some companies use PIDs to differentiate one item from the next. It's a manufacturing code essentially.
- PN or P/N – Product Number
 - Similar to a car model, if two people have the same car, they have the same model, even if they're a one year difference. Toyota Corolla. The model is Corolla. A Logitech G910 headset. The product number is G910 or may be something much more monotonous but can be easily found online.
- RMA – Return Merchandise Authorization
 - Sending back product to be repaired/salvaged, the owner of the item will be compensated with a replacement, a fixed item, a refund or a coupon.
- Saturated
 - If something has been used a lot.
- SN – Serial Number
 - Differentiates product, a unique number/code is given to each product made. Companies can check if it's a valid number. These are also used to identify if product is within its "warranty time".
- VCC – Virtual Credit Card

III Fucking Amazon

This – this is the 3 minutes into the video you skip to because it's the best part, it's the middle of the oreo that you can't stop licking. This is the information you want, you need.

Let's fuck.

What is refunding?

Simply: you buy something, get a full refund for it while keeping the item you bought.

REFUND REQUIREMENTS (IMPORTANT)

1. Item must be sold *and/or* fulfilled by Amazon in order to be refunded.
2. For double dips, it must be both sold *and* fulfilled by Amazon.
3. Shipping speed / method does not matter. Carriers typically have no effect on the ability of an item to be refunded unless it is signed for then a different method must be used or you must sign with a fake name.

I am going to recommend you look at my “All Amazon” thread located here for ALL information regarding Amazon’s policies as it will prove essential as you begin to start refunding and understand how to apply these methods:

<http://www.mpgb.net/forum/showthread.php?t=1071356>

Moreover, you’ll be well versed on Amazon which can make you feel more confident while refunding.

How To Literally Refund Amazon:

1. Call them.
 - a. As an experienced social engineer I plead that you call Amazon. It will make your life easier. It is much quicker than chatting them and less risky. To emphasize the importance of calling them versus chatting them, you can calculate their thoughts and ensure they’re doing what they’re saying they’re supposed to be doing.
 - b. On chat, you have to wait a lot more than if you called. They can be looking at past orders. They can be talking to managers. Being on the phone is a completely different world socially as it’s far different for them when you’re on the phone. They want you to leave the phone happy and have a lot of pressure with you on the other end of the phone.
2. If you can’t call, yes, you can chat, and for the most part following these steps will be the same, but I wouldn’t recommend it because it can be riskier especially depending on the price of the order.
3. When prompted, give them the security information for the account they need.
 - a. Email

- b. Name on account
 - c. Billing Address (if none, shipping)
- 4. If you're not usually a happy person – adopt a happy fucking personality. Be somewhat charismatic and don't have an attitude with the reps. They don't like that shit and they're less likely to do what you want them to do if you do this.
 - a. I can't stress the importance of this. I see so many posts of these people being complete asswipes to representatives and then wonder, "why didn't I get the refund?" Being nice goes a long way.
- 5. Use a **method**.

a. Methods

a.i Never Arrived

You've probably heard a lot of misconceptions about this method. I'm going to dispel them and educate you on why this works so well, why it's always recommended to use this and how to **effectively** use it not just copy pasta it. This is the real never arrived method.

As we discussed in the social engineering section, this is shipclaiming, and we are using Amazon's very own refund policies to our advantage and that is why this method is so flawless. Yes, there's a lot more to Amazon refunding than saying "pls help didn't receive box" and that's what I'm going to enumerate over in this section.

a.i.> Why use it

because it works for nearly everything and everywhere. Certain geographical locations may be exempt for example India where all packages must be signed and maybe sometimes your package will have to be signed for but even then it is still extremely easy to pull off. It's not the method, it's how you pull it off.

a.i.> This vs other methods (or empty box)?

Nearly anyone I speak to would choose the never arrived method over nothing in the box. Of course, nothing in the box has its own application and advantages in certain situations but many people recommend the never arrived because it's much more plausible. Think about the shipping industry for a second. You can't. It's too large to even fathom, the amount of packages that are delivered each day, no matter the carrier, even within your own city, it's absurd. Packages are bound to be lost – to human error, to crime.

a.i.> Effectively using it

Effectively using it comes down to the what was aforementioned: your attitude, your charisma, your speech and lastly confidence. Confidence doesn't mean not stuttering because to be honest stuttering is a good way to show your impatience as a "customer" who doesn't have their package. Ensure you've got this method down to a millimeter. Make your own adjustments and own it.

Remember do not try to get a refund / replacement unless it has been 24 hours AFTER delivery. Amazon's systems will not permit representatives to process refunds / replacements (or consider the package as 'lost') **until** 24 hours has passed.

Once 24 hours has passed and you're calling Amazon. You've adopted all favorable characteristics. And now, you're ready to explain your issue.

1. "Yes hello so I just had a question for you as I'm very curious if your website is accurate because when I go to my orders it says that (*X package*) my package has been delivered already but I've been home all day (*yesterday, today, all week*) for the past 2 days and there's been nothing"

The representative will confirm your issue. He/she may also ask that you've looked all around.

2. "Yes, I've looked everywhere! My backyard, my doorstep, I even went to the neighbors and nothing. Just hope that you're able to help me out!"

When you use the word 'hope' and 'help', it really clicks in the rep's brain to make sure they do what they would want you to do for them. Be a bit sad. You don't have your package. You're concerned more than anything. But you're understanding.

For empathy:

3. “I ordered (*x item/package*) this for my (*son’s, relative’s, etc*) son’s birthday and unfortunately I knew it was estimated to come sometime this week but now it’s far too late”

Also, to establish a curious customer you can always add somewhere while you’re talking to them:

4. “I’ve looked online because I thought it was weird it didn’t come but I know how busy those shippers are and Amazon’s forum site had people saying they didn’t receive items and they got a refund. Am I able to get that?”

Rep will confirm if you want a replacement or a refund at this point. Or ask you to give them a second while they look if your item is eligible.

Then they’ll ask where you want the refund to go. Once you tell them kind of see what they say. If they mention a confirmation email, ask if they’re sending it now, and try not to get off the phone until you have that email.

IMPORTANT: If your item is less than \$500, refunds are processed nearly instantly. Anything above must have approval from a supervisor which can be done while on phone (they’ll say I need to go get approval/ask a manager/etc). You want to stay on the phone for that confirmation so you have proof in case something happens but also if it’s under \$500 it will link you to the order details and you can see the processed amount in green. If it’s not there you have them on the phone right there.

Now, let me conclude this section by reiterating: you never received the package, you’ve checked all around and you’re concerned but understanding. Sometimes, I even add in some ethos by saying:

“I order a lot of clothes from Macy’s and (*the carrier that shipped the package ie ups*) I’ve

never had this happen, I mean it's not that big of a deal just hoping it can get taken care of quickly."

What if I signed for it/have to sign for it?

Little bit of a preemptive question there but we will get into other methods to use right after this. I'd also recommend if you're aware you have to sign for it to sign with a fake name as it makes it easier but I've refunded Amazon probably 30% of the time while it was signed. It isn't detrimental.

a.ii Empty Packaging/Box

I gave a lot of information in the last section so I'll keep this one simple and give you my own personal tricks on this method when I have to use it. The only time I've had to use this is when the items were shipped to Amazon lockers or it was just a sticky situation with a past refunder and the user came to me because they messed it up.

1. "I opened my package and there was nothing in it"

Pretty simple. Keep in mind depending on what you ordered may have a large amount of weight and depending on the carrier it will be recorded. As far as I'm aware the only carrier that displays weight of package on tracking pages is **UPS** so be careful.

2. "I opened my package, there was nothing in it but some packaging paper, styrofoam and my invoice it says on this paper"

Seems more plausible than just a completely empty box. Now, here's how I'll do it if there's a significant weight difference or anytime I choose I need to use this method.

3. "Hi! So I've ordered (x package) on (y-day) and got it yesterday but I'm having a big issue. I opened my package and inside I found the (*retail packaging*) retail packaging for (x-item, ie a *graphics card*) my GTX980 and inside that was merely styrofoam and

the product information packet and not the actual graphics card which has me extremely disappointed.”

If for some reason the rep is an idiot and asks you to send everything back make sure you reiterate that the box was essentially empty and there’s nothing to send back – you’ve already thrown it all out because it was a useless box/boxes. Usually they don’t because they’re not that dumb but just in case.

a.iii Damaged/Defective Item (2 versions)

There’s two versions to the damaged/defective item method, of which I’ve made my own adjustments to and will be sharing here with you. I like to consider these private and my own methods but they’re probably out there somewhere.

Hint: If someone says that they have a private method or is showing off something they refunded and says they did it with a “private method” just ask “how hard was it to say that it never arrived?” because those don’t exist I guarantee you. They say the same thing as the rest of us. Even the top refunders do this. The difference between you and a top refunder if they’re acquainted with Amazon’s policies, their procedure: experience. **Understanding your enemy is the only battle you must worry about.**

1. The first one we’re abusing the shipping laws in the United States alongside Amazon’s coverage of their items which makes it extremely easy to do.
 - a. All you say is, “I received (*x-item*) and it was leaking everywhere with this profusely smelling liquid in the box and it looked like some of it had dried so it was doing this when you guys shipped it and I threw it immediately out to (*protect my family, ensure house safety, follow state regulation*) make sure my family didn’t get hurt by this.”
 - b. –
 - c. That’s it. The part about throwing it out is optional but if you don’t say it they’re going to ask you to send it back. In which, you can reply:
 - i. “I tried to send it back as soon as I got the package and took it to (carrier) USPS but they said that’s against federal hazardous materials regulations so they told me to tell you that”
 - d. If you’d like to find your own abuse in the regulations:
 - i. <https://www.fmcsa.dot.gov/regulations/hazardous-materials/how->

[comply-federal-hazardous-materials-regulations](#)

- ii. <https://www.ups.com/content/us/en/resources/ship/hazardous>
 - e. Any of the reasons on those pages/the regulations would work. Not just leaking a liquid.
 - f. **NOTE THIS METHOD ONLY WORKS WITH TECHNOLOGY. DON'T TRY TO SAY THAT YOUR BOOK IS LEAKING LIQUIDS OR ITS BATTERY BROKE.**
2. This second one is vastly similar to the first one however we don't abuse the shipping laws and instead insist we're unable to send it back.
- a. For this I'll use an example completely instead of putting italics/paranthesis. "Hello I bought an iPad as a gift for my best friend and gave it to him but apparently the screen had completely died after ten minutes of use and when he tried plugging it into the charger there was no indication of charge."
 - b. With this you've given the item to a friend and it doesn't work right after shipping. Simple.

a.iv Garrett's Bag of Tricks

My bag of tricks.

1. (known, but it works) An easy way to accelerate the rep's "process" on a refund (ie instead of going through everything) call back and act concerned, not angry, but also a bit exhausted and explain you were on the phone with an Amazon rep just now and they were processing a refund for you but the call dropped on their end and you haven't received any email but they said I would and you were wondering if they could help me out.
 - a. With this you'll most likely have to summarize the issue as if you did talk to a rep. You want to keep them occupied but this call seems more urgent so the rep won't waste time and reduces the chances of them checking call logs.
 - b. "I never received my package and the last rep was very sympathetic for me ..."
 - c. If they do say it doesn't show you called they called just act confused. It'll settle all the same.
2. (better version of 1) "Hello I called Amazon yesterday as I ordered a package that still hasn't arrived and I was completely understanding that packages can be late but the rep told me if it still isn't here today I can get a refund or replacement and I've waited all day for my package, again and it still isn't here."
 - a. Makes it more urgent.
 - b. Of course, both 1 and 2 can be used with any of the methods. You can't get a refund until 24 hours after it's been delivered, it's how Amazon's system works. Of course, if you received an empty box, a sane person would call right away, say

the same thing. You called for empty box they told you to call back tomorrow they can't do anything and you're very **disappointed with their effort to help you and you hope that they can do better.**

3. (as a prerequisite to 1 and 2) This is extremely beneficial. If you're looking to refund and want to use 1 and 2 to make it easier on yourself, first call and get a rep, give them your security information and ensure they've "accessed" your account. Then, hang up or make a reason that you need to go "I'll call you guys back later".
 - a. This adds the call log to your account to make it more plausible!!!
 - b. For added legitimacy, do your best to keep the rep on the phone for at least 5 minutes. To my knowledge their call logs record call duration and a two minute call isn't a refund right away or at least they won't think so.
4. Dispelling a misconception: **bigger orders don't use private methods either!** I addressed private methods don't exist. Everyone who refunds uses the same exact thing. For a 1k+ order, for a 2k+ order, never arrived is still what you use (or I'd recommend using)
 - a. Why? The coverage is the same! No matter the price. If you actually ordered a 2k+ package and didn't receive it wouldn't you expect your money back? They can't deem it not to be illegitimate because of the price.
 - b. What matters is the health of the account. For 1k+ orders I'd recommend having at least a few orders on the account with no previous refunds or at least no refunds recently (and with orders in between). 1.8k+, use your main account that you actually order from or your friends have ordered from for an extremely long period of time. This establishes loyalty to Amazon and also if you've never had an issue with a package before (according to the account) then they're more likely to process the refund.
5. Please, please use Amazon's glitches to your advantage. By this I mean if it says "Out for Delivery" even after you've received your item for longer than a day, this will make it the easiest refund ever. This goes for anything out of the ordinary or can put direct blame on Amazon.
6. I've said it once, I've said it twice, and I'll say it again. You can't get a refund until 24 hours has passed after delivery. Calling earlier is not recommended.
7. The method you use doesn't matter. It matters how you use the method.
8. \$500 is the average reps limit. If they try telling you they need approval for something that's less than that, use the 'Dodging Investigations' tactics I go over soon.
9. If you get a trainee they won't try to handle your request but instead they'll just transfer you to a rep and provide all the information you gave to them.
 - a. In my entire time I've only encountered one of these. Trainees are the pipes of Amazon and just transfer calls as of now.
10. Being angry will not get you your refund quicker. I enjoy asking my reps how their day is

when it gets quiet, starting off my conversation with them with that. Kill them with kindness. I know that quote is for a different situation but it works here.

11. Warehouse Deals **can be refunded**. Some of them even have prime offered on them. Most of them are at a minimum fulfilled by Amazon (hence, "WAREHOUSE").
12. For **double dips** the items must be **sold AND fulfilled** by Amazon (reminder).
 - a. Double dips? Get a replacement the first time you call instead of a refund and when the replacement comes call back and say the same exact thing. The replacement didn't come. You can switch up what you use or use one and another but it's not that complicated.
13. For large orders, as I mentioned before, make sure you have an established account.
14. If you wish to refund a ton, I wouldn't do one big package on a fresh account but instead I would just do orders in the \$200-400 range, refund it, make a new account, then reps don't have past orders to look at.
 - a. If one of your orders get investigated expect all of your accounts (with same address/information/ip/etc) to be closed.
15. Cops getting involved is a myth.

b. Investigations

b.i Types of Investigations

- **Carrier Investigation**
 - Amazon contacts the carrier who the package was shipped to and then delivered by and questions the whereabouts or occurrences to said specific package. Simply, if the carrier insists it was shipped or depending on the question asked and they reinforce their end of the job was complete then you will just not receive your refund / replacement and the request will be declined.
- **Account Investigation**
 - Performed by 'Account Specialists' (email: cis@amazon.com) that see patterns or reoccurring suspicious activity and are required to review the events on an account. If an account is declared to be violating company policies the following consequences are a possibility:
 - Address blacklisted (low chance)
 - Account closed (most common)
 - Payment method blacklisted (very low chance)
 - The order or item request to be refunded/replaced is simply declined (high chance)

b.ii Dodging Investigations (Methods/Tactics)

90% of the time if the representative on the line breathes the word “investigation” – **hang up**. After this section I’ll also go over the investigation misconceptions to accompany this. Also, the last 10% is situations that you feel an investigation has either

1. Been submitted
2. Or in the process of being submitted

In that case, your duty is to get OUT of the investigation or do your best to prevent it from being processed.

This is my own personal method of how I get out of those: I make it apparent the representative had completely misunderstood my problem (easier if they’re non-English speakers) and continue to reiterate that. Continue to say they’ve misunderstood you. But put a different issue behind it. Here’s an example:

Rep: “Well since you never received it I’m going to have to file an investigation with the carrier –“

You: “No, I meant that the item was there but the retail packaging for the item isn’t there so I don’t have the instructions for this item. It’s no big deal but just wanted to inform you. Anyways, got to get back to work, thanks for the help but there’s no need for an investigation I have my item right here you just misunderstood me.”

Edit it as you wish but this will both put the idea of an investigation to sleep while shaking any suspicion the rep might have of you. Also, instead of just hanging up right away you have a reason for needing to go and you’ve dissolved a possibility of an investigation!

If you’re already in an investigation and you’d like to get out the easiest way to do that is give them a call back and do your best to have it cancelled. It really depends on the reason that you used but you can branch off of my personal method into making them think they misunderstood you and they’ll cancel it. Here’s how I’d go recommend you go about it:

Call them

1. “Yes hi I was put into an investigation yesterday apparently as I just read this email but

I think the rep misunderstood my issue. I have the item and I think she thought that I said I didn't but I just was missing one of the instruction manuals which I printed out offline. Could you cancel it for me?"

Simple as that. Or:

2. "Yes I've found my package it was actually delivered to my back door there's no need to continue the investigation"

b.iii Investigation Misconceptions

- "No" gets you out of an investigation
 - FALSE. They don't need your permission. Hang up or use the tactics above as soon as they say "inves—".
- Getting a CIS email means you can no longer refund on an account
 - FALSE. You can refund still on the account but I would recommend putting some orders and time between your last refund and your next refund. A CIS email serves as a warning that they have investigated your account and found you've just had issues.
- Getting a CIS email means your account is closed.
 - FALSE. Your account is closed when you're notified all pending orders have been cancelled and you can't log into your account anymore.
- If an account gets investigated and it has "links" to other accounts, they all will be closed.
 - TRUE. If you are dropshipping or have multiple accounts, make sure you are taking all necessary safety precautions.
- Cops will be sent to your house.
 - No. Amazon reps don't have that power. Not even a carrier investigation yields that dramatic of length. The most that could happen is a carrier shows up at your door and asks you some questions. You simply echo what you said to Amazon and you'll be fine if this does happen but it's a nominal chance.
- Your address will be blacklisted
 - No. A closing of an account doesn't always mean your address or payment method will be blacklisted. Addresses are more commonly blacklisted than payment methods (if they ever are at all, I've only heard rumors). Blacklisted

addresses are a result of continual, no break and reckless refunding.

- If you make two accounts both with the same address they'll just be closed
 - No. Unless one of them is investigated then all related accounts will be closed depending on their verdict of the main account that was investigated.

c. Retaining Account Health

Retaining account health is extremely important if you want to continue refunding for a long time. In this section I will provide the underlying idea to having a healthy account while being able to have refunds on it. I will also provide an alternative method to having to do this.

c.i Legitimate Purchases

Woah, legitimate purchases? What a concept. But it's the only concept. Here's how to not run into problems, keep your account healthy (healthy enough to do refunds every so often, even larger ones) and stay out of trouble.

1. After a refund is done, put a few orders in between your next refund and maybe some time. Relax. It's not a race. Treat personal refunding like your own rewards like going to Dairy Queen once a week.
2. Don't do refunds consecutively. It's really that simple. If you do this you have an increased chance of having your account **investigated** and then you'll be walking on eggshells as opposed to just having legitimate orders and not having to deal with that.
3. The more orders and time you put in between, the better. I'm not saying go purchase a few 4K TVs before doing a \$300 refund but if you have 10 or so orders and want to do a \$1000 refund, that's fine! You have established a healthy account with no issues with "recent" previous orders.

When you're speaking to a rep. When a refunder is speaking to a rep. When you're attempting to get your refund. I'd estimate at least **80% of the time** the representatives will venture into

your **recent orders** while you're speaking to them because they're aware of fraud going on. But they also concede that packages being lost is a legitimate thing. They can't tell the difference from a voice. But, if they venture into your most recent previous order and that one was refunded as well then you have significantly decreased your chances of receiving a refund (at least without an investigation). Then you have to go through even more hassle just to continue refunding.

Don't do that to yourself.

c.ii Multi-Alts

Multi-Alts is what I like to call an alternative to maintaining one main account. The concept is simple: if for every refund you do you simply make a new account and do the refund on that one then the reps that you're talking to don't have any previous orders to look at. If you have a few legitimate orders on them that's good too. Nonetheless, you'll have a higher chance of receiving a refund than if you had previous orders that were refunds and you don't necessarily endanger your main account.

1. When you're going to do a refund, make a new account, purchase it on that account.
2. Refund it on that account all the same.
3. The benefit is, the rep has no previous orders to look at. As opposed to looking at previously refunded orders, you have a significantly higher chance of receiving a refund while at the same time not endangering your own accounts.
4. **NOTE** if one of your refunds does get investigated all of your accounts with similar information (address, IP) will be investigated as well. When they find you have multiple accounts with multiple refunds, chances are all of them will be closed.

c.iii Consecutive Refunds

Consecutive refunds are a coal walk discussion. Throughout the ebook I've done my best to guide you away from getting into investigations. But sometimes, we must battle the bull.

If you open a service, there will be people who **dropship** and will have to do up to 4 refunds consecutively on an account without any orders in between. It's risky. But it's not like it's their actual account. Dropshipping involves buying products via Amazon to people's houses (they buy the product from you) and then refund it in order to get money back and spend that money to buy another product for another person.

Just because there's a refund done before the order you're refunding **doesn't** mean that you will automatically get into an investigation. It just decreases the chances – not by much, but always have that in the back of your mind.

IV Climax and Conclusion

a. Starting your own service

I'm just going to give you advice from my own service that I started. Don't start a service if you don't feel comfortable. If you do start a service, don't be afraid to deny an order you don't think you can complete, that's being humble and honest as opposed to taking it up and fucking it up.

There's no logistics to starting a service, just be weary you will get a lot of adds. Make sure you have a sufficient form to encapsulate all the information you need. (form example below)

Name on Account:

Email:

Order Number:

Order Total:

of packages in order:

Date delivered:

Tracking link:

Any past refunds on this account? (if yes, explain):

People will give you orders the day it's delivered. If you remember, don't refund it until 24 hours has passed. 1 full business day.

b. Example chat logs

12:20 PM PDT Keerthana(Amazon): Hello, my name is Keerthana. I'm here to help you today.
Could you please help me with the order ID?

12:21 PM PDT Chris: yea sure the id is ORDER # 103-8475838-1452265

12:21 PM PDT Keerthana: Thank you. Please give me a moment while I check this or you.

12:23 PM PDT Keerthana: Thank you for being on hold.

12:25 PM PDT Keerthana: I have checked the information for you.
I have issued a refund for the order.

12:26 PM PDT Chris: ok before you refund can you send the refund to AGC for the account?
as i used a giftcard to order it and the visa is no longer usable

12:27 PM PDT Keerthana: I am really sorry, the refund will be initiated only to the original payment method.

12:27 PM PDT Chris: the original payment was a gift card and i have read the tos and know that you can refund to my gift card balance

12:30 PM PDT Keerthana: I have issued the refund to the gift card.

12:30 PM PDT Chris: ok thank you for your time

11:58 AM PDT Akash(Amazon): Hello, my name is Akash. I'm here to help you today.

I apologies for the inconvenience joshua

May I know your order number please?

11:59 AM PDT Me: yea it is ORDER # <removed>

12:00 PM PDT Akash: Thank you for the order number.

Please allow me a moment while I check this for you.

12:01 PM PDT Akash: Thank you for being on hold.

Please be assured as well that I've forwarded this issue to our dedicated department so this will be accounted for and will not happen again.

The best I can do for you is refund. And you can place new one? Is it work for you?

12:01 PM PDT Me: Great! but before you refund it to my credit card i need it to AGC because i was away so long i had some problems with credit card fraud and needed to switch banks.

12:02 PM PDT Akash: Sure joshua

12:03 PM PDT Me: ok thank you for your time that will be all for me today

12:03 PM PDT Akash: I've requested a refund of \$ 25.47 to your original payment method which was used at the time of placing the order.

You'll see the refund on your original payment method in the next 2-3 business days.

Is there anything else that I can do for you today?

12:04 PM PDT Me: ok thank you and that refund will be on AGC on my account in that time

12:04 PM PDT Akash: Yes, Exactly

12:05 PM PDT Me: ok thank you so much for your help

12:05 PM PDT Akash: Hope I resolve your concern?

It's my pleasure joshua

Me: Hello! I'm having an issue with one of my orders and was wondering if you could assist me?

Kyle: Hello my name is Kyle and I'd be happy to assist you with your problem!

Could you please provide the name on your account, email associated with your account, billing address and the order number of the order you're having an issue with?

<removed>

Kyle: Thanks for that. One moment.

Ok. What seems to be the issue?

Me: Well I knew that the package was estimated to be delivered yesterday and so I checked my account last night and saw that it said delivered but I still hadn't gotten it.

So I just thought it was maybe an error, waited all day today and still haven't received my package.

Kyle: Are we talking about <refers to item(s) in package>?

Me: Yes.

Kyle: Let me see what I can do for you.

Have you checked with your neighbors and all possible locations that the package could have been left?

Me: Yes, I went down the block to see if they may have accidentally received it but nothing.

Kyle: As I can see here <item> is sold and fulfilled by Amazon. Would you like a replacement at no additional cost or a refund?

Me: A refund would be just fine in this case.

Kyle: One moment

I've requested a full refund of \$947.26 (including shipping costs) to your original payment method. You'll see the refund on your original payment method within the next 2-3 business days.

Me: Awesome! Thanks!

Kyle: Is there anything else I can help you with?

(cancelled chat here)

c. Limits

As you may have noticed throughout my methods section and fucking Amazon I dedicated no section to explaining how to refund something extremely large in price. Why? Because it's all the same. Nothing changes. Those methods are what I have wielded you with and they will work for any priced order. The reps can't discriminate a \$30 item being lost to a \$1.5k order. It happens. Just a few reminders:

- Don't refund anything 1.5k+ on a fresh account. The account should be somewhat jaded but healthy on Amazon.
- Fresh means the account has been made recently and has no to very few orders on it.
- Anything over \$500 requires Supervisor approval
 - Don't freak out when the representative needs to put you on hold to get approval
 - If the order is extremely large, expect an investigation and let it go. With \$1k+ orders typically there will always be an investigation.