

To: [REDACTED]

Date: Mar 11, 2014 5:04:27 PM PDT

Hello from Amazon.

We are writing to let you know that the following detail pages have been removed from our catalog:

ASIN: B00GDHLQAM, SKU: SL1-1, Title: "boxer tactical omni sling (black)"

ASIN: B00GDHLQ2U, SKU: SL1-2, Title: "boxer tactical omni sling (coyote)"

This product has been identified as a single point sling. Single point slings are prohibited from listing and sale on Amazon.

For more information on our policies, search on "Restricted Products" and "Listing Restrictions" in Seller Help.

****Action Required:** Within 48 hours of this notice, please review your remaining listings and make any changes necessary to ensure compliance with our policies.

Failure to comply with this request may result in the removal of your selling privileges.

We appreciate your cooperation and thank you for selling on Amazon.com.

Amazon Services

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

[REDACTED]
Mar 11, 2014 8:52 PM

We just received a notice that you removed two of our items because they are restricted? You said our product is identified as a single point sling, which it is not, but even if it was, that is a restricted item? There are currently at least 50 for sale on Amazon. It's just a piece of nylon.

Attachments:

[Screen Shot 2014-03-11 at 11.45.17 PM.png](#)

[REDACTED]
Mar 11, 2014 9:04 PM

In fact, I just checked our description and our first bullet point says "2 Point Sling." It is not a Single Point Sling. If your firearms expert at Amazon Headquarters can please explain to me how our Omni Sling is a single point sling I'd greatly appreciate it. Thank you.

Amazon

Mar 11, 2014 9:21 PM

Greetings from Amazon FBA,

I understand your concern with regards to the removal of ASIN: B00GDHLQ2U. I have checked with the concerned team as to why this ASIN is removed from the website. Kindly be advised that this product has been identified as a single point sling. Single point slings are prohibited from listing and sale on Amazon. If you believe that this product should not be removed from website, please write back to us attaching a signed letter of compliance from the manufacturer. We understand that the bullet point displays '2 point sling', however we require proof from the manufacturer stating the same. If you are the manufacturer, you may provide the below requested information.

Your letter of compliance should include:

- * The ASIN, UPC/EAN, and name of the product in question
- * A statement from manufacturer that this item is not a single point sling
- * Your logo
- * Your signature.

Once we receive your letter, we will pass it on to the appropriate team. They will investigate your request and we will contact you with their decision.

Q: Where is it mentioned that single point slings are restricted?

Answer: Kindly view the screenshot attached. Also, please click on the link below to view the items that are restricted for sale on Amazon.com.

https://sellercentral.amazon.com/gp/help/help-page.html/ref=ag_200164950_cont_scsearch?ie=UTF8&itemID=200164950

Q: What if there are other sellers listing similar products?

Answer: Please know that our seller performance team constantly reviews various listings and if any seller is found listing restricted items, it will be removed. If you notice any other seller listing these items, please bring it to our attention at the earliest.

Q: What should I do with the units at the warehouse?

Answer: If you believe that your items are single point slings, then you will have to create a removal order and get them shipped back to you. If you believe that this product is not a single point sling, please write to us with the requested information.

Thank you for helping to keep Amazon.com a safe place to shop.

If you have additional questions about your case, 171499231, please click http://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseID=171499231.

If you have questions about a different issue, please review our Seller Help: <http://sellercentral.amazon.com/gp/contact-us/contact-amazon.html>.

Please give us feedback to help Amazon improve your selling experience.

Did we successfully answer your question?

Click here for yes:

<http://sellercentral.amazon.com/gp/case-dashboard/hmd-yes.html?p=ctbbyer3546104903&c=171499231>

Click here for no:

<http://sellercentral.amazon.com/gp/case-dashboard/hmd-no.html?p=ctbbyer3546104903&c=171499231>

Thank you!

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

Thank you for selling with Amazon,

M. Daivik
Amazon.com Seller Support

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MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: [http://
sellercentral.amazon.com/forums](http://sellercentral.amazon.com/forums)

Learn best practices on our Seller Support Blog: [http://
www.amazon sellersupportblog.com](http://www.amazon sellersupportblog.com)

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>


Mar 11, 2014 9:48 PM

We are the manufacturer. We have Brand Registry on this item. The description clearly states 2-Point sling and you still want a letter from us? This is beyond ridiculous.

Amazon

Mar 11, 2014 9:58 PM

Greetings,

Thank you for writing back. Please know that I have reached out to the product compliance team to review this ASIN. Meanwhile, we request you to write to us with a compliance letter as it may help expedite the process.

We will update regarding the status of this review as and when we hear from them.

We thank you for your patient understanding in this matter.

Thank you for selling with Amazon,

M. Daivik
Amazon.com Seller Support

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MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: <http://sellercentral.amazon.com/forums>

Learn best practices on our Seller Support Blog: <http://www.amazon sellers support blog.com>

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

[REDACTED]
Mar 12, 2014 8:13 AM

Attached is a letter from us, the manufacturer, clearly stating that the Omni Sling is a 2-point sling as listed in the description and on our website.

Attachments:
[OmniLetter.pdf](#)

[REDACTED]
Mar 12, 2014 2:39 PM

When are we going to hear back regarding this issue?

[Hide notification header](#) Mar 13, 2014 (6 days ago)

To: [REDACTED]
Date: Mar 13, 2014 5:22:52 PM PDT

Hello from Amazon.

Please accept our apologies for the inadvertent removal of your listing from our site. We regret any inconvenience it may have caused.

In an effort to maintain a safe and fair community, we may sometimes err on the side of caution.

Thank you for your patience and your business on Amazon.com.

Regards,

Seller Performance Team
Amazon.com
<https://www.amazon.com>


Mar 14, 2014 6:51 AM

I received an email that you guys made a mistake, but when are you going to re-list my two products? I cannot do it myself, the option is not available.

Attachments:

[Screen Shot 2014-03-14 at 9.51.00 AM.png](#)

Amazon

Mar 14, 2014 7:49 PM

Greetings,

Thank you for your continued patience. Please know that we are working closely with our product compliance team and will let you know once I have an update.

Thank you for providing us with the manufacturer compliance letter. We will keep you posted.

Thank you for selling with Amazon,

M. Daivik

Amazon.com Seller Support

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MORE WAYS TO GET HELP:

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Learn best practices on our Seller Support Blog: <http://www.amazon sellersupportblog.com>

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Amazon

Mar 16, 2014 3:10 AM

Greetings,

We are working on this issue and will update at the earliest.

Thank you for your patience in this matter.

Thank you for selling with Amazon,

M. Daivik
Amazon.com Seller Support

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MORE WAYS TO GET HELP:

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sellercentral.amazon.com/forums](http://sellercentral.amazon.com/forums)

Learn best practices on our Seller Support Blog: [http://
www.amazon sellersupportblog.com](http://www.amazon sellersupportblog.com)

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Amazon

Mar 16, 2014 9:58 PM

Greetings,

Thank you for your patience. We have just received confirmation that the ASIN: B00GDHLQ2U cannot be reinstated. We have been informed that this item is a tactical sling. Please know that tactical slings and single slings are prohibited and this ASIN cannot be reinstated.

The same is mentioned under 'Prohibited listings' in our seller help pages. Here's the link: [https://sellercentral.amazon.com/gp/help/help-page.html/
ref=ag_200164950_cont_scsearch?ie=UTF8&itemID=200164950](https://sellercentral.amazon.com/gp/help/help-page.html/ref=ag_200164950_cont_scsearch?ie=UTF8&itemID=200164950)

I have also attached a screenshot of the same. Please give me the opportunity to explain all aspects of this situation.

Q: Can any exceptions be made?

Answer: We have worked closely with our compliance team over the last few days and they have confirmed to us that this ASIN cannot be reinstated. It is a prohibited listing and we request your understanding in this matter.

Q: What if there are other sellers listing this item?

Answer: Our seller performance team continuously review ASINs and if any seller is found to list prohibited listings, they are immediately removed. However, if you happen to notice any other seller listing similar items, please bring it to our attention.

To report a possible violation to our investigations team, please select "Report a violation" on the Contact Us form:

<http://www.amazon.com/gp/help/reports/contact-us>

Select one of the sub-categories and enter the details of the possible violation. Please be sure to include the following information, as applicable:

- * The ASIN/ISBN of the item's detail page and the product title
- * The store or business name of the seller you are reporting
- * Your order ID [include this if appropriate]
- * A concise explanation of the violation

All reports are thoroughly investigated by our investigations team. For privacy reasons, the results of our investigations cannot be disclosed; however, disciplinary actions will be taken as appropriate.

Thank you for complying with our policies. We also appreciate your business with us. Have a great day ahead!

If you have additional questions about your case, 171499231, please click http://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseID=171499231.

If you have questions about a different issue, please review our Seller Help: <http://sellercentral.amazon.com/gp/contact-us/contact-amazon.html>.

Please give us feedback to help Amazon improve your selling experience.

Did we successfully answer your question?

Click here for yes:

<http://sellercentral.amazon.com/gp/case-dashboard/hmd-yes.html?p=weubwudr3555804909&c=171499231>

Click here for no:

<http://sellercentral.amazon.com/gp/case-dashboard/hmd-no.html?p=weubwudr3555804909&c=171499231>

Thank you!

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

To see the file named 'Tactical sling.PNG' included with this correspondence, please use the Seller Central case link given below the signature.

Thank you for selling with Amazon,

M. Daivik
Amazon.com Seller Support

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MORE WAYS TO GET HELP:

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Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Attachments:

[Tactical sling.PNG](#)



Mar 17, 2014 7:39 AM

Initially you pulled my product because you said it was a single-point sling, which it is not. Then, you sent me an email apologizing and saying it would be reinstated.

Now, you are telling me it's a "tactical sling," which it is not. Tell me where on my listing I call it a tactical sling? In fact can you please define what is a "tactical sling?"

Amazon itself, NOT independent sellers, sells both "single-point slings" and "tactical slings," of which my ASIN is neither. In fact, a quick search will show Amazon itself sells virtually every item on its restricted list. This is a serious business ethics issue since you incorrectly remove independent sellers from your

site, labeling them as selling restricted items, and then turn around and sell said restricted items yourself.

Just a few links to AMAZON violating its own restricted list (there are 100s more):

http://www.amazon.com/UTG-Deluxe-Multi-Functional-tactical-rifle/dp/B000JIJ6Y4/ref=sr_1_1?ie=UTF8&qid=1395063898&sr=8-1&keywords=tactical+sling

(this one is a single point sling) [http://www.amazon.com/Sports-Point-Bungee-Rifle-Sleeve/dp/B00551HAMK/ref=sr_1_2?](http://www.amazon.com/Sports-Point-Bungee-Rifle-Sleeve/dp/B00551HAMK/ref=sr_1_2?ie=UTF8&qid=1395063898&sr=8-2&keywords=tactical+sling)

[ie=UTF8&qid=1395063898&sr=8-2&keywords=tactical+sling](http://www.amazon.com/Sports-Point-Bungee-Rifle-Sleeve/dp/B00551HAMK/ref=sr_1_2?ie=UTF8&qid=1395063898&sr=8-2&keywords=tactical+sling)

(single point) http://www.amazon.com/Valken-Sling--V-TAC-CAMO-MARPAT/dp/B0036JWT6K/ref=sr_1_1?ie=UTF8&qid=1395065179&sr=8-1&keywords=sling+v-tac

(single point) http://www.amazon.com/Valken-Sling--V-TAC-2N1-Sling-Tan/dp/B008Y1PLOC/ref=sr_1_1?ie=UTF8&qid=1395065346&sr=8-1&keywords=sling+v-tac+2N1

(is this a tactical sling? because you sell it) [http://www.amazon.com/Red-Rock-Outdoor-Gear-Connection/dp/B001R33Y5W/ref=sr_1_14?](http://www.amazon.com/Red-Rock-Outdoor-Gear-Connection/dp/B001R33Y5W/ref=sr_1_14?ie=UTF8&qid=1395065381&sr=8-14&keywords=tactical+rifle+sling)

[rps=1&ie=UTF8&qid=1395065381&sr=8-14&keywords=tactical+rifle+sling](http://www.amazon.com/Red-Rock-Outdoor-Gear-Connection/dp/B001R33Y5W/ref=sr_1_14?ie=UTF8&qid=1395065381&sr=8-14&keywords=tactical+rifle+sling)

Again, I would like a definition of "tactical sling," a single-point sling is clearly defined as one point connecting to the rifle. "Tactical," not so much.

I will be waiting for your response.

Thank you,
Billy Johnson
President



Amazon

Mar 17, 2014 7:10 PM

Greetings,

We have engaged our concern team to outline the issue on which the investigations are on. We will be sure to update you on the progress of these investigations in 3-5 business days.

Thank you in advance for your patience.

Thank you for selling with Amazon,

Ali - FBA Specialist
Amazon.com Seller Support

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Learn best practices on our Seller Support Blog: <http://www.amazon sellersupportblog.com>

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Amazon

Mar 19, 2014 7:40 PM

Hello,

Please know that we are still currently investigating this issue for you. I am sorry that I do not have a resolution for you at this point. However, I will continue to follow up with you while we investigate and work to resolve this matter for you.

Have a good day.

Thank you for selling with Amazon,

Divya M.
Amazon.com Seller Support

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Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Amazon

Mar 20, 2014 11:49 AM

Dear Seller,

Thank you for your patience while we worked to Re-instated ASIN:
B00GDHLQ2U.

I have heard from the team worked on this issue and as per them Tactical slings are also Prohibited, and this product is Titled tactical sling. All slings that are primarily used for assault weapons are prohibited and that this ASIN will not be reinstated.

We are sorry to let you down on this issue. We appreciate your co-operation in this matter and understanding of our Policies.

Have a nice day ahead!

If you have additional questions about your case, 171499231, please click http://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseID=171499231.

If you have questions about a different issue, please review our Seller Help: <http://sellercentral.amazon.com/gp/contact-us/contact-amazon.html>.

Please give us feedback to help Amazon improve your selling experience.

Did we successfully answer your question?

Click here for yes:

<http://sellercentral.amazon.com/gp/case-dashboard/hmd-yes.html?p=ragbrccr3550824307&c=171499231>

Click here for no:

<http://sellercentral.amazon.com/gp/case-dashboard/hmd-no.html?p=ragbrccr3550824307&c=171499231>

Thank you!

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

Thank you for selling with Amazon,

Mohammed A. Samad
Amazon.com Seller Support

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sellercentral.amazon.com/forums](http://sellercentral.amazon.com/forums)

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www.amazon sellersupportblog.com](http://www.amazon sellersupportblog.com)

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>