



[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
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February 5, 2025

VIA EMAIL:

[REDACTED]  
[REDACTED]  
American Center for Law & Justice  
[REDACTED]

Re: Letter Regarding Ms. [REDACTED]

Dear Mr. Moelker and Mr. Ballabon,

As discussed over email, we have received your January 16, 2025 letter regarding the Kindle Direct Publishing books received by [REDACTED] on August 25, 2024, which were blatantly defaced. We are grateful to you for bringing this matter to our attention and giving us the opportunity to address it.

First and foremost, we want to emphasize that Amazon does not tolerate any form of hate speech. We are committed to protecting the ability of all customers to use Amazon's services without threat or fear of harassment. The actions described in your letter are not representative of Amazon's policies or values.

Amazon is dedicated to providing high-quality customer service, and we deeply regret that [REDACTED] experience did not reflect this. As we communicated on January 17, 2025, we have sent [REDACTED] 50 new copies of the ordered books to replace the 10 defaced copies she received, and we have refunded her original purchase.

We want to assure you that we take all customer concerns seriously, and we are committed to addressing this matter thoroughly. We conducted a thorough investigation but, due to the passage of time between the incident and when [REDACTED] discovered the defacement and brought it to our attention, were unable to identify the individual or individuals who defaced the books. Had the facts pointed us to a perpetrator, we would have taken appropriate action and can assure you that anyone involved would no longer be employed by Amazon.

Thank you once again for bringing this conduct to our attention. We are committed to providing all customers with the service they expect and deserve from Amazon. Please feel free to reach out if you have any further questions or concerns.

Sincerely,

[REDACTED]

[REDACTED]

Corporate Counsel  
Amazon.com, Inc.