

Urgent: Account issue

Dear Amazon Team,

I hope this message finds you well. We are writing to communicate a critical issue regarding our Amazon Seller Central account. We recently reactivated our account in amazon seller with the intention to keep selling our products on your platform. We completed the purchase process with our supplier in China and successfully shipped our products to your fulfillment centers. As of now, these products are listed as "Receiving."

However, we have encountered an alert in your system indicating that our seller account has become inactive. To investigate this matter, we conducted an internal review and discovered that the company we registered as a seller on Amazon is currently listed as inactive.

Given this situation and the fact that our products are already in your warehouses, we urgently seek your guidance on possible solutions for this issue and resume our operations. Specifically, we would like to know:

1. Is it possible to change a new seller account to continue selling our products, considering they are already in your fulfillment centers?

2. Are there any other alternatives or solutions available that would allow us to continue selling the products currently in your possession?

We understand the importance of complying with all policies and regulations on your platform, and we are committed to resolving this matter promptly. Please provide us with guidance on the best course of action to rectify the account inactivity issue and ensure the smooth continuation of our business on Amazon.

We appreciate your prompt attention to this matter and look forward to your guidance and support. If you require any additional information from our end, please do not hesitate to let us know. Thank you for your understanding and cooperation.

Sincerely,

Tomer Solomon Sadeh
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