

This started just before 10:00 pm.

You are now connected to Luis from Amazon.com

Me:Hi I wondered if there was warranty available for the kindle fires we purchased. One of them will not power on without freezing. The other ones are getting to where they won't charge, I think the connector to the charge cable is bad.

Luis:Hello, my name is Luis. I'm here to help you today.

Me:Hi how are you doing?

Luis:Great! Thank you.

You too.

A member of our Kindle team will need to help you with this. Please hold while I transfer you. One of our Kindle Specialists will assist you shortly.

A Customer Service Associate will be with you in a moment.

You are now connected to Habeeb from Amazon.com

Me:Hi Habeeb how are you?

Habeeb:Hello, Melissa.

My name is Habeeb. I'll be happy to help you today.

I am fine. Thanks for asking.

How are you?

Me:Very well, thank you. We have four of the kindle fires. The one without special offers doesn't come on, it just freezes up.

the other three will come on but the connection to the power is going bad.

Habeeb:I'm sorry to hear about the problem you have with your Kindle device.

Let me check what's the best possible option to resolve this issue.

May I know the Kindle device name you are referring to?

Me:OK, is that the name like "Melissa's first kindle" etc.?

I'm going to be honest, I don't really know.

One with a bad plug is Melissa's fourth.

The one with out special offers is the one that freezes up and doesn't start.

Habeeb:May I know the serial number of the Kindle device you have the issue with?

Me:where can I find it?

Habeeb:You will be able to see the Kindle serial number on the box of the Kindle mentioned as FSN or DSN.

Please check and let me know.

Me:the box it came in?

Habeeb:Yes.

Me:I have the kindle here, but I don't think we have the boxes.

I have the order number

Habeeb:Please let me know the order number.

Me:we have one of the boxes but I don't know which came in what box.

Order# <edited>

It will turn on but you can't tap the screen and get it to register' anything, it is Darrell's third fire.

Habeeb:Just to verify, are you referring to the Kindle Fire "Darrell's 3rd Fire"?

Me:Yes

Habeeb:Thanks for confirming.

Let's try some troubleshooting and see if it fixes the issue.

Me:Ok thanks

Habeeb:Please connect your Kindle with any power source and let me know.

Me:ok

ok

it is still frozen

Habeeb:Is the Kindle device connected?

Me:yes to the power

Habeeb:Thank you.

Now press and hold the power button for a full 40 seconds. Then release the power button. After the device has completely turned off, then press the power button to restart your Kindle Fire.

Please try and let me know.

Me:it is starting now

Habeeb:Okay.

Is the issue resolved now?

Me:it says optimizing system storage and applications ... this will take approximately 10 minutes to complete

Habeeb:Okay.

No worries. I will stay online for you.

Me:ok thanks

Habeeb:You're welcome! Melissa.

Me:Habeeb it is back to the lock screen now and still frozen

Habeeb:I am sorry to know about that.

Since how long have you been facing this issue?

Me:a few months ago it started freezing up and it has gotten worse over time.

She used it a lot at first but stopped using it after a couple of months

Habeeb:Please try swiping using two fingers at the same time to unlock the screen.

Please try and let me know.

Me:nothing

it still had the power off window up.

Habeeb:Was the Kindle dropped or exposed to physical pressure that might have caused this?

Me:the volume buttons work

not that I know of

there doesn't seem to be physical damage.

my daughter says no

Habeeb:I'm sorry. As the necessary troubleshooting steps were taken and the issue you've described could not be fixed, the best solution is to process a replacement for your Kindle.

I checked the warranty for this Kindle and it looks like it's already out of it's 90 days Limited warranty period.

Please be on hold while I check the details for you.

Thanks for waiting patiently.

As a valued customer, I would like to offer a replacement Kindle device at a reduced price since your device is no longer covered by our 90 days Limited Warranty. Keep in mind the pricing and replacement options are subject to change based on availability.

You are now reconnected with Habeeb.

Habeeb:I'm sorry we were disconnected. I can pick up where we left off.

As a valued customer, I would like to offer a replacement Kindle device at a reduced price since your device is no longer covered by our 90 days Limited Warranty. Keep in mind the pricing and replacement options are subject to change based on availability.

Habeeb:Would you like to know the available reduced price options?

Sure.

Me:I'm not sure if she wants a new one, I would have to talk to her about it

tomorrow

would that be ok?

Habeeb:No worries, Melissa. You can contact us anytime for the replacement. We will be more than happy to help you.

To help you in this case, I'll also go ahead and make a note of this to your account so that once you'll contact us back the next person will be able to see our conversation and will straightly replace the Kindle for you without any query.

We're sorry, but your last message may not have been sent.

Me:could you tell me the options? would it also apply to the ones with bad plugs?

Habeeb:Yes.

Habeeb:The available option are:

You are now reconnected with a new agent Amazon.

Amazon:Hello, my name is Omprakash. I am here to help you today.

In order to access your account, I need to verify some information. Can you please confirm the complete name, e-mail address, and billing address on your account?

Me:Hi Omprakash how are you? My name is <edited>

Can you see where I was talking with Habeeb? I think something happened

You are now reconnected with Amazon.

Amazon:Hi Melissa, how are you doing today?

Me:Very well, how are you Omprakash?

Amazon:I am good too Melissa !

Me:are you able to see where I was texting with Habeeb before?

Amazon:Please allow me a moment while I checked this for you.

I've checked your previous chat with our representative and see that he offer you a replacement kindle device at reduced price. Correct?

Me:yes

i am not sure what the options are

We're sorry, but your last message may not have been sent.

We're sorry, but your last message may not have been sent.

We're sorry, but your last message may not have been sent.

You are now reconnected with Amazon.

Amazon:I'm sorry we were disconnected. I can pick up where we left off.

Me:hi i wasn't sure what the options were

We're sorry, but your last message may not have been sent.

We're sorry, but your last message may not have been sent.

Amazon:Melissa, are we referring to "Darrell's 3rd Fire"?

Me:yes and Holden's fire has a bad plug also

Amazon:Okay.

Me:honestly I think he may be more interested in a new one than she is

but for that matter I could replace hers and just give it to him because her's isn't working at all anyway.

Amazon:In this case a member of our Kindle team will need to help you with this. Please hold while I transfer you. One of our Kindle Specialists will assist you shortly.

A Customer Service Associate will be with you in a moment.

You are now connected to Ishan from Amazon.com

Me:Hi Ishan how are you? Are you able to see the text from before?

You are now reconnected with Ishan.

Ishan:I'm sorry we were disconnected. I can pick up where we left off.

We're sorry, but your last message may not have been sent.

Me:Hi Ishan, how are you? Are you able to see the previous texts?

You are now reconnected with a new agent Viney .

Viney :Hello, my name is Viney . I'm sorry your previous chat disconnected. I will try and pick up where you left off.

Let me check.

Me:Hi Viney

Viney :For this, I need to arrange a call back so may I have your phone number please?

Me:. <edited>

Viney :Alright.

Give me a minute or two.

In this case a member of our Concerned team will need to help you with this. Please hold while I transfer you. One of our Concerned Specialists will assist you shortly.

A Customer Service Associate will be with you in a moment.

You are now connected to Amazon from Amazon.com

Amazon:Hello, my name is Fahd. I'll be glad to help you today.

Me:Hi Fahd how are you?

A Customer Service Associate will be with you in a moment.

You are now connected to Vijender from Amazon.com

We're sorry, but your last message may not have been sent.

Me:Hi Vijender how are you?

Vijender:Hello, my name is Vijender. I'm fine and how about you?

Me:very well. We have had problems with our kindle fires, they are out of 90 day warranty, and we were being offered a discount but I am not sure what the discount is. I wonder if you have that information?

Vijender:Let me connect you to a member of our kindle team. It will only take a moment.

A Customer Service Associate will be with you in a moment.

You are now connected to Ranjan from Amazon.com

Me:Hi Ranjan how are you?

You are now reconnected with Ranjan.

Me:We have been having troubles with our kindle fires, they are out of 90 day warranty and we were offered a discount but do not have details on what that discount might be

Ranjan:I'm sorry we were disconnected. I can pick up where we left off.

May I know what issue you are facing with the kindle device?

Me:are you able to see the previous text? One freezes when it is turned on, I think it is the touch screen. There is no way to unlock the screen. The others are going bad where the power connector plugs in It does not make a good connection to recharge.

You are now reconnected with Ranjan.

Me:honestly I just want to know what the options are

You are now reconnected with a new agent Viney .

Viney :Hello, my name is Viney . I'm sorry your previous chat disconnected. I will try and pick up where you left off.

Me:Hi again Viney. Can you see the previous text?

Viney :Let me check.

Me:Darrell's third fire freezes on start, I think it has a bad touchpad. The other three are going bad where the power connects.

Viney :Please restart your device once:

\Press and hold the Power button for a full 40 seconds. After 40 seconds, release the Power button, and then press it again to restart your device.

Me:So we went through this, and it is out of warranty and there were going to be discounts to purchase new ones but I don't know what the discounts would be

Viney :In this case a member of our Concerned team will need to help you with this. Please hold while I transfer you. One of our Concerned Specialists will assist you shortly.

A Customer Service Associate will be with you in a moment.

You are now connected to Richa from Amazon.com

Me:Hi Richa, how are you? Our fires are out of warranty and we were told we could have a dicount on new ones, but are not sure what the options are

Richa:Hello Melissa , my name is Richa. I'll be happy to help you.

I am sorry as you have encountered such issue with your Kindle device.

Let me try my level best here to help you in getting your concern resolved.

Before I look into your account, I need to verify that you're the account holder. Can you please confirm the name on your account, your e-mail address, and your complete billing address?

Me:<edited>

Richa:Thank you Melissa.

Can you please again confirm the device names for which you want to get replacement on discounted price.

You are now reconnected with Richa.

Richa:I'm sorry we were disconnected. I can pick up where we left off.

Me:Darrell's third fire

Holden's fire

honestly really any of them. I'm not sure anyone really cares except my son.

Richa:In this case, I would like to offer Fire Tablet, 7" Display, Wi-Fi, 8 GB - Includes Special Offers, Black at discounted price of \$39.99 instead of \$49.99

And Fire HD 6 Tablet, 6" HD Display, Wi-Fi, 8 GB - Includes Special Offers, Black at discounted price \$59.99

And Fire HD 8 Tablet, 8" HD Display, Wi-Fi, 8 GB - Includes Special Offers, Black for \$129.99 instead of \$149.99

Please let me know if you like any of these three options?

Me:ok let me talk to my kids and make a decision

Thank you for your help Richa.

Richa:Also for kids,we have kids kindle Fire Kids Edition Tablet, 7" Display, Wi-Fi, 8 GB, Blue Kid-Proof Case that comes with 2 year warranty.

It will cost \$79.99 instead of \$99.99

We're sorry, but your last message may not have been sent.

You are now reconnected with Richa.

Richa:You are most welcome Melissa.

We're sorry, but your last message may not have been sent.

Richa:I will also surely help you note this offer to your account to make the discount available when you reach us back. Just let the next agent review our chat conversation so you won't have to explain yourself everything again.

So when you will contact us, you will not need to repeat.

Me:Thank you so much.

Richa:You are welcome, Before we end this chat, May I ask if I was able to address all your concerns today?

Me:Yes, thank you.

Richa:Have a Blessed Day ahead! Goodbye.

To close this window please click the "End Chat" button with an X in the upper right corner of the window.

You are now reconnected with Richa.

Richa:I'm sorry we were disconnected. I can pick up where we left off.

And now it is midnight.