



Is this the same 16 ounces as before?

8 messages



Sun, May 25, 2025 at 4:49 PM

To: "support@shinearmor.com" <support@shinearmor.com>

Hi support,

I've purchased the fortify coat a couple times in the past. It was two 8oz bottles for 16oz total.

I wanted to re-order from the amazon page: <https://www.amazon.com/Waterless-Hydrophobic-Protection-SHINE-ARMOR/dp/B0CWVD9XLF> It nows shows 32oz in the title.

Is this still the same thing as before? Also it's not in stock. Where can I repurchase the same thing as before?

Thank you!



Shine Armor <support@shinearmor.com>

Tue, May 27, 2025 at 5:27 AM

Reply-To: Shine Armor <support@shinearmor.com>

To: 

[here](#) is our Amazon shop. Please feel free to browse and shop your desired products. Thank you for your support!

Sincerely,

Marrie



www.shinearmor.com

[Quoted text hidden]



Tue, May 27, 2025 at 11:07 AM

To: Shine Armor <support@shinearmor.com>

Hi Marrie,

Thanks for your reply!

Just wanted to double check — the Amazon listing I mentioned now says 32 oz, but I've only ever seen the Fortify Quick Coat as 2 bottles of 8 oz (16 oz total). Was the listing updated recently? Or has the product size actually changed?

Just making sure before I re-order.

Thanks again for your help,



[Quoted text hidden]

Tue, May 27, 2025 at 11:39 AM

Shine Armor <support@shinearmor.com>

Reply-To: Shine Armor <support@shinearmor.com>

To: [REDACTED]

Can you please provide the link of the listing so I can check it on my end?

Yes, you're right. We only have 8 fl oz and 16 fl oz bottles.

Sincerely,

Marrie



www.shinearmor.com

On Tue, May 27, 2025, at 03:07 PM, [REDACTED] wrote:

Hi Marrie,

Thanks for your reply!

Just wanted to double check — the Amazon listing I mentioned now says 32 oz, but I've only ever seen the Fortify Quick Coat as 2 bottles of 8 oz (16 oz total). Was the listing updated recently? Or has the product size actually changed?

Just making sure before I re-order.

Thanks again for your help,

[REDACTED]

On Tue, May 27, 2025, at 09:27 AM, Shine Armor <support@shinearmor.com> wrote:

[here](#) is our Amazon shop. Please feel free to browse and shop your desired products. Thank you for your support!

[Quoted text hidden]

Tue, May 27, 2025 at 2:13 PM

To: Shine Armor <support@shinearmor.com>

<https://www.amazon.com/Waterless-Hydrophobic-Protection-SHINE-ARMOR/dp/B0CWVD9XLF>

I wondered if something changed since I'd always bought as 16 oz. The title says 32 oz, but everything I've gotten in the past was 16 oz total. The other day when I was going to buy it, it was available but not anymore. I thought \$29.99 for 32 oz was a good deal!!

[REDACTED]

[Quoted text hidden]

Shine Armor <support@shinearmor.com>

Wed, May 28, 2025 at 6:03 AM

Reply-To: Shine Armor <support@shinearmor.com>

To: [REDACTED]

Hi [REDACTED]

I have confirmed that the listing is ours and currently the Fortify Quick Coat 32 fl oz is two (2) 16 fl oz bottles.

Sincerely,

Marrie



www.shinearmor.com

On Tue, May 27, 2025, at 06:13 PM, [REDACTED] wrote:
<https://www.amazon.com/Waterless-Hydrophobic-Protection-SHINE-ARMOR/dp/B0CWVD9XLF>

I wondered if something changed since I'd always bought as 16 oz. The title says 32 oz, but everything I've gotten in the past was 16 oz total. The other day when I was going to buy it, it was available but not anymore. I thought \$29.99 for 32 oz was a good deal!!

- [REDACTED]

On Tue, May 27, 2025, at 03:39 PM, Shine Armor <support@shinearmor.com> wrote:
Can you please provide the link of the listing so I can check it on my end?

Yes, you're right. We only have 8 fl oz and 16 fl oz bottles.

[Quoted text hidden]

[REDACTED]
To: Shine Armor <support@shinearmor.com>

Wed, May 28, 2025 at 2:43 PM

Hi Marrie,

Thanks for confirming the listing is yours, and for confirming your brand does not offer 32oz bottles.

I've attached multiple pieces of evidence from customer reviews, Amazon's compare tables, and historic product deliveries confirming this ASIN has always represented 16 fl oz total (2 x 8 fl oz bottles). Nowhere has it ever been for 32 oz, as the title now falsely states.

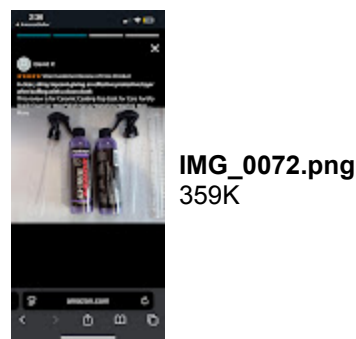
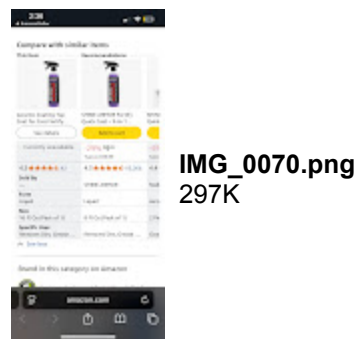
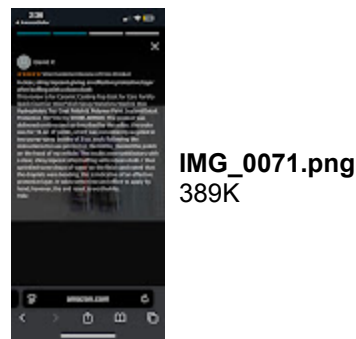
The current title is materially false and violates Amazon's Product Detail Page Rules, particularly the rule prohibiting changes to product size/configuration post-ASIN creation. This change is not only misleading to customers; it violates fair competition standards.

Please correct the title to accurately reflect the product configuration: 16 fl oz. I'm documenting everything, and this pattern of conduct is now being escalated as tortious interference and catalog manipulation.

Failure to act will be included in the arbitration proceedings already in motion against your brand and Amazon's inaction.

Regards.
[Quoted text hidden]

3 attachments



To: Shine Armor <support@shinearmor.com>

Thu, May 29, 2025 at 1:58 PM

Changing the title to say “2×16 ounce bottles” doesn’t fix the problem. And further reinforces your guilt. I’ve documented everything, and you’ll be carbon copied on escalation emails to Amazon for product detail page manipulation.
[Quoted text hidden]