



Sean Vandenberg &lt;sean.m.vandenberg@gmail.com&gt;

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**RE:[CASE 17510535771] Other account issues - Case ID 17398032411 failure to credit me for overcharge**

1 message

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**Amazon Advertiser Support** <advertiser-support-noreply@amazon.com>

Tue, Jun 3, 2025 at 4:15 AM

Reply-To: "[CASE 17510535771] snr-us-sa-en@amazon.com" &lt;advertiser-support-noreply+bed4b183-16a6-47c3-b607-40790bbc7831@amazon.com&gt;

To: sean.m.vandenberg@gmail.com

Hello,

This is Bhanu from the Advertising Leadership team.

I understand that you are concerned regarding the advertising charge of \$588.08.

I apologize for the delay in providing the resolution. We have confirmed that the charges are cleared in the invoice : TRKK4V8KQ-64. As of now, I am working with our billing team on resolving the refund issue at the earliest.

While we don't currently have an update, we will follow up with you as soon as additional information is available.

Best regards,

Bhanu D.  
Amazon Advertiser SupportTo view your case details, please go to your Case log using this link: <https://advertising.amazon.com/caselog/case/17510535771>Have you seen our Support Center? Check it out: <https://advertising.amazon.com/help>