

< View Your Case and Request Log

Regarding your email: Request for Executive Review –  
Dungeons & Dragons Brand Restriction (U.S. Marketplace)

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Case Summary



Amazon

sean.m.vandenberg@gmail.com

Jun 09, 2025

4:25 AM EDT

Hello from Amazon.com,

My name is Pranny from Amazon Selling Partner Support Escalation Department and I am reaching out to you regarding your email related to selling approval for brand Dungeons & Dragons. I will assist you further as Faizan is out of office.

Thank you for your continued patience. At this time we are working with our internal team to reach a resolution on your case.

We will follow up with you as soon as additional information is available.

Have a nice day!

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Yes

No

FEEDBACK

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Thank you for your patience and understanding.

Pranny S.

Selling Partner Support Escalations Department

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Should you have additional inquires or feedback, please contact  
Selling Partner Support and they will do their very best to support you  
in a timely manner:

<https://sellercentral.amazon.com/help/hub/support>

To view your case:

[https://sellercentral.amazon.com/cu/case-dashboard/view-case?  
ref=sc\\_cd\\_lobby\\_vc\\_v3&ie=UTF&caseID=17861347361](https://sellercentral.amazon.com/cu/case-dashboard/view-case?ref=sc_cd_lobby_vc_v3&ie=UTF&caseID=17861347361)

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Amazon

Hello from Amazon.com,

Jun 05, 2025

4:01 AM EDT

I would like to inform you that I am investigating this issue  
with the concerned team.

The team is researching your concern and will provide an  
update as soon as possible.

Have a great day!

To help us continually improve, we ask that you take a  
moment to complete our survey below to tell us about your  
experience with this specific interaction.

Were you satisfied with the support provided?

Yes

No

Thank you for your patience and understanding.

Md Faizan H.

Selling Partner Support Escalations Department

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Should you have additional inquires or feedback, please

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contact Selling Partner Support and they will do their very best to support you in a timely manner:

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To view your case:

[https://sellercentral.amazon.com/cu/case-dashboard/view-case?ref=sc\\_cd\\_lobby\\_vc\\_v3&ie=UTF&caseID=17861347361](https://sellercentral.amazon.com/cu/case-dashboard/view-case?ref=sc_cd_lobby_vc_v3&ie=UTF&caseID=17861347361)

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 You

Jun 05, 2025  
1:22 AM EDT

Dear Faizan,

Thank you for your message. However, your reply does not address the issue raised.

This case involves a systemic restriction error where my account is allowed to sell the Dungeons & Dragons brand in Canada and Mexico, but is blocked in the U.S. marketplace with no reapplication option—despite previously selling the brand with valid documentation.

Your team has had months to resolve this. I provided screenshots, cross-marketplace evidence, and full legal context. Simply stating that you've contacted a "concerned team" without any resolution path or update timeline is not acceptable.

If this restriction is not corrected within five (5) business days, I will proceed with arbitration and formal legal escalation. This delay will be submitted as part of my claim.

Sincerely,  
Sean Vandenberg

 Amazon

Hello from Amazon.com,

Jun 05, 2025  
1:17 AM EDT

My name is Faizan from Amazon Selling Partner Support Escalation Department and I am reaching out to you regarding your email related to selling approval for brand Dungeons & Dragons.

FEEDBACK

I understand your concern regarding selling approval for brand Dungeons & Dragons in US marketplace.

I would like to inform you that I have contacted the concerned team regarding the issue raised by you. Please be informed that our team is still working on your case and I have requested to expedite the process.

Once I get an update for the same I will get back to you.

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Thank you for your patience and understanding.

Md Faizan H.

Selling Partner Support Escalations Department

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Should you have additional inquires or feedback, please contact Selling Partner Support and they will do their very best to support you in a timely manner:

<https://sellercentral.amazon.com/help/hub/support>

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**Amazon**

Hello from Amazon,

Jun 05, 2025

12:55 AM EDT

Thank you for contacting Amazon.

We have received your email , and it will be reviewed by our expert team within 24 hours.

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

FEEDBACK

Were you satisfied with the support provided?

[Yes](#)[No](#)

Thank you for selling with Amazon,

Mary R.

Amazon.com Seller Support

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**MORE WAYS TO GET HELP:**

Visit our Seller Forums for help from other sellers:

<http://sellercentral.amazon.com/forums>

Browse all Seller Help topics:

<http://sellercentral.amazon.com/gp/help>

To contact us again about this issue, please use the Contact Us form in Seller Central using the following link:

<https://sellercentral.amazon.com/cu/case-dashboard/view-case?caseID=17861347361>

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

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