



Dear Amazon Seller Performance Team,

The Gruber Companies' Gruber Power Services greatly appreciates the opportunity to reactivate our seller account. We sincerely apologize for our delay in the addition of tracking numbers to the Amazon orders and will be making changes to drastically lower and maintain our Late Shipment Rate to a < 4% target range.

We unfortunately experienced issues with a batch of our batteries arriving to our warehouse and testing poorly, which does not occur in usual circumstances. Instead of sending out faulty product, we decided to wait some time to receive new inventory in. During this time, we removed the product from Amazon to prevent an increased Late Shipment rate. However, we experienced two issues at that time that caused our Late Shipment Rate to increase rapidly. Our inventory feed/API reinstated the product as we had current inventory even though we had removed quantity from the product to prevent any sales, and our second issue came when we received the product, our warehouse staff was engrossed in orders causing the orders to be delayed even further even though the Amazon orders were shipped first and to make up for the late shipments, most orders shipped Next Day Air.

Our Plan of Action to prevent any further demerits regarding our Late Shipment Rate is to work closely with our manufacturing plant to prevent any defective product arriving to our warehouse. We are working with developers to fix our API and searching for the best option to place faulty inventory into a standby within our Inventory Management software so our API can recognize no inventory levels.

A few changes that have been implemented effective immediately to ensure we can improve the shipments are shipped on time, our Administrators will be monitoring the orders, and inputting tracking numbers within the time allotted. We have refreshed our internal employees on the Amazon policies and informed them of the Order Defect Rate and to monitor that and make the necessary changes. We currently have testing and charging stations within the warehouse to allow our employees to ship out a functioning battery product and we plan to import different batches of product to offset the defective batteries within a single shipment, this will allow us to retain inventory levels without needing to rely on a new shipment. Within the past few months, we have prepped and transformed our warehouse by removing an existing wall to allow for larger adequate storage, which will allow our inventory levels to increase as well as provide us with the space to immediately import a much larger quantity to stay in stock and consistent.

We greatly appreciate the time and the reconsideration regarding this matter. We look forward to the decision made, and look at this as an opportunity as we can make the changes necessary to become successful at selling on Amazon.

Thank you,

Ashwin Gupta
E-Commerce Supervisor
1-800-658-5883 x257
gup@gruber.com