

Jake Hyland  
88928 325th Street  
Blooming Prairie, MN 88928  
Phone: (507) 396-3105  
Email: jakehyland001@gmail.com

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Mr. James Daunt  
Chief Executive Officer  
Barnes & Noble  
122 Fifth Avenue  
New York, NY 10011

Dear Mr. Daunt:

I am one of Barnes & Noble's many customers and a fan of the services the company provides. While trying to make some textbook purchases for another year of college through the marketplace selling service, I ended up getting stuck with two copies of the same book that I could not cancel through the website. I believe that the service provided through marketplace selling could be significantly improved upon in order to mitigate situations like these.

I purchased what I ordered through ThriftBooks, and after realizing the textbook order was mistakenly duplicated, they appeared in my Order History with a "processing" label in the status column. Normally, after or during processing, an option to cancel appears in this field, but after waiting and repeatedly checking the status over the course of a week, I never saw it change to cancel, but instead transitioned directly to shipped/completed. While these textbooks were not particularly expensive, I could only imagine how detrimental this would be for a student getting large Math or English books. Allowing users to more conveniently cancel their orders before shipping would be ideal.

Because the order is handled primarily through the secondary bookseller, rather than B&N, the usual interface seemed to be less reliable overall and my attempts at email communication on the issue garnered no response from ThriftBooks. This issue is something I never had to deal with when returning directly to Barnes & Noble. Attached to this letter are the relevant email communications and order invoices.

I want to continue using Barnes & Noble's services, but I also want them to be the best possible for everyone, and making communication between customers and marketplace sellers through your website better would be a step in the right direction.

Sincerely,

*Jake Hyland*

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