
KDP Case #51086833 Correspondence

6 messages

KDP Customer Support <support+500at00000biAelAAU@kdp-support.amazon.com>Sat, Aug 8 at
1:30 PM

Reply-To: KDP Customer Support <support+500at00000biAelAAU@kdp-support.amazon.com>

To: <[REDACTED]>

Hello Diane,

This is Zulpha with the KDP Support team, and I'm happy to assist you today.

I understand you're concerned about your KDP account being closed.

I've reviewed your account closure and can confirm it was closed for one of these reasons:

- You have another KDP account with the same or different email address
- Your account was merged with another KDP account
- You requested to close either your Amazon Retail account under the same email as your KDP account, or to close your KDP account directly

While we cannot reopen a closed account, you can create a new KDP account to publish your books. To create a new account, go to: <https://kdp.amazon.com/help/topic/G200620010>

I understand this may not have been the feedback expected and apologize for all the inconvenience caused to you.

All the best and take care!

Thanks for using Amazon KDP,

Your feedback helps us improve our service.

[Click here to rate our service](#)

Zulpha
Kindle Direct Publishing
<http://kdp.amazon.com>

To learn more, check our Help pages: <https://kdp.amazon.com/help>

To engage with our KDP Community: <https://www.kdpcommunity.com>

To contact us again about this question, reply directly to this email.
For new questions, please visit: <https://kdp.amazon.com/contact-us>

-----Previous Message-----

Our account has been wrongfully terminated. See attached PDF of your emailed alert and my response with our defense.

I am in recovery from rotator cuff surgery on my dominant-handed arm and would appreciate discussing this with you by phone. I would prefer a text message with a number to call because I have many doctor and physical therapy appointments scheduled in the coming weeks.

Thank you for your attention to this matter.

Diane Kistner, Director
FutureCycle Press


Diane Kistner < Sat, Aug 8 at 4:55 PM
To: KDP Customer Support <support+500at00000biAeIAAU@kdp-support.amazon.com>

Zulpha, thank you for responding to me. You sound like you might actually be a human being! Please see my responses to your email embedded in the email text below.

On Sat, Aug 8, 2026 at 1:30 PM KDP Customer Support <support+500at00000biAeIAAU@kdp-support.amazon.com> wrote:

Hello Diane,

This is Zulpha with the KDP Support team, and I'm happy to assist you today.

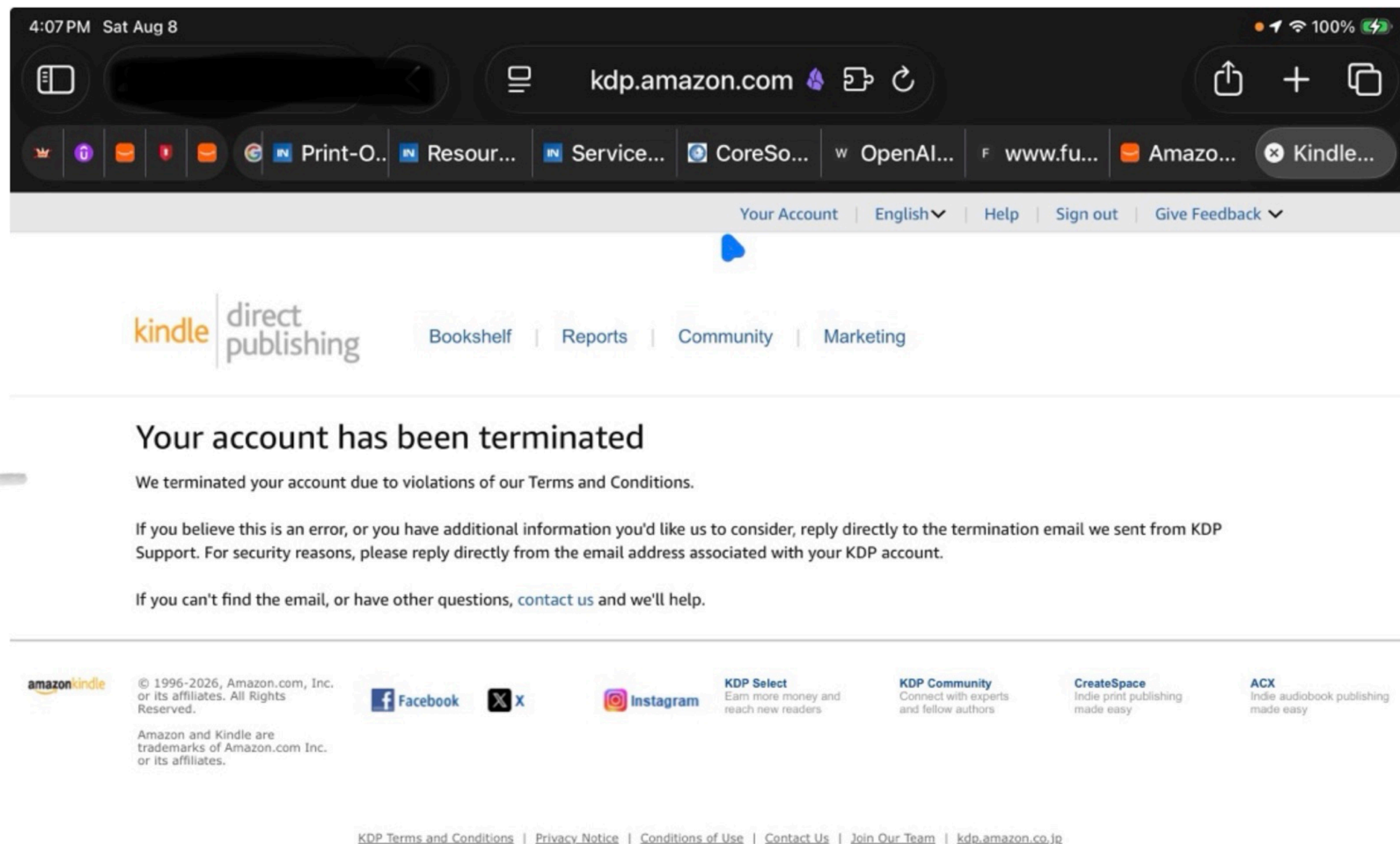
I understand you're concerned about your KDP account being closed.

I've reviewed your account closure and can confirm it was closed for one of these

reasons:

- You have another KDP account with the same or different email address

We do not. There was an automatically generated KDP account under my personal Amazon account, [REDACTED] (possibly originally [REDACTED] or [REDACTED] before I changed the email on my main Amazon account following being hacked some years ago), but I officially requested that that KDP account be closed decades ago when I first started moving our books from Lulu to Amazon. I verified at the time that the personal KDP account was indeed closed. I just went to check that account now, and I'm seeing a new screen:



Given that I don't use KDP through my personal account, I could care less if this particular account has been terminated because it was already closed.

- Your account was merged with another KDP account

We did not do this. If this is what happened, could a renegade AI agent have done it? Could some programming snafu at Amazon have caused this to happen? If indeed this was done, it certainly was not us. I wouldn't even begin to know how one would combine two KDP

accounts!

- You requested to close either your Amazon Retail account under the same email as your KDP account, or to close your KDP account directly

We most definitely did not do either of these things! Why would we?

While we cannot reopen a closed account, you can create a new KDP account to publish your books. To create a new account, go to: <https://kdp.amazon.com/help/topic/G200620010>

I cannot face creating a new account and reuploading all 274 titles we have published through you since 2008. I'm more likely just to upload all the PDFs to our website and make them available free so this work remains available for future generations. That is what motivated us to choose Amazon KDP to begin with; we thought you'd keep the books available even after we die as long as we kept the account open and managed by someone younger (e.g., our son).

Besides, opening a new account would involve a change of email address from the one in our binding contract with our authors, requiring us to renegotiate those contracts. And I'm 73 years old. I don't have what it takes to work around the clock like I used to.

Nobody is making much money from the poetry; Amazon is likely making the most from the deal. It was mainly important to us that our authors could get paperback copies of books published through a respected independent press that they could sell at readings and that the work would be available to our grandchildren and future historians interested in what was being written during our time on this planet. We thought of Amazon as a good steward for the books, but that changed when you disappeared all of our books in an instant.

I understand this may not have been the feedback expected and apologize for all the inconvenience caused to you.

Inconvenience is an understatement. This has been an unmitigated disaster and has destroyed any trust we ever had in Amazon. If our account cannot be restored via a backup predating the erroneous termination, we will not be giving Amazon another chance. I hope you understand how deeply this has damaged our press and all of the authors who placed their trust in us. This severe blow is already rippling through the universe of writers and small presses, and it is not likely to win Amazon much support. The only thing that can change this now is undoing the damage you have done.

Sincerely,

Diane Kistner, Director and Editor-in-Chief
FutureCycle Press

