- 2. Each day, millions of consumers use Amazon's websites to assist with their purchasing decisions. In order to make those decisions more informed, Amazon publishes customer reviews of products and services available on Amazon.com. Amazon pioneered customer reviews 20 years ago and is now home to hundreds of millions of unique reviews. Reviews provide a forum for sharing authentic feedback about products and services positive or negative. Amazon does not remove reviews because they are critical; Amazon believes all helpful information can inform its customers' buying decisions. As long as they abide by Amazon's Customer Review Guidelines, Amazon's customers can review and rate products or services available on Amazon's websites. Honest and unbiased reviews allow customers to trust that they can shop with confidence on Amazon.com; reviews also help fulfill Amazon's mission to be Earth's most customer-centric company. In short, Amazon takes the credibility of its customer reviews very seriously.
- 3. Unfortunately, a very small minority of sellers and manufacturers sometimes tries to gain unfair competitive advantages for their products on Amazon.com. One such method is creating false, misleading, and inauthentic customer reviews. While small in number, these reviews can significantly undermine the trust that consumers and the vast majority of sellers and manufacturers place in Amazon, which in turn tarnishes Amazon's brand. Amazon strictly prohibits any attempt to manipulate customer reviews and expressly prohibits compensated reviews. Nonetheless, an unhealthy ecosystem has developed outside of Amazon to supply reviews in exchange for payment.
- 4. Defendants are in the business of providing such fake reviews. Each of the John Doe defendants in this action utilizes the website Fiverr.com ("Fiverr") to sell Amazon reviews. Fiverr is a global online marketplace offering tasks and services, beginning at a cost of \$5 per job performed, from which it gets its name. The site is

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primarily used by freelancers who use Fiverr to offer services to customers worldwide. Services offered on the site include writing, translation, graphic design, video editing and programming. Each service offered is called a "Gig." Fiverr's Terms of Service prohibit Gigs that violate a third party's terms of service.

5. Each of the John Doe defendants has offered, and continues to offer, to create Amazon reviews for \$5 or more. Amazon has conducted an extensive investigation of the defendants' activities on Fiverr, including purchasing "reviews" for products and communicating directly with some of the defendants. Most of the defendants promise positive or 5-star reviews for Amazon sellers' products. Indeed, many encourage the Amazon seller to create the text for their own review. For example, Fiverr seller "bess98" in her "I will do, Amazon, Reviews, Amazon, Reviews, for \$5" Gig promises to post "awesome review on your amazon product." Below is a screenshot of bess98's Amazon review Gig overview, which is typical of the offers on Fiverr to create inauthentic Amazon reviews:

About This Gig

- 1. I will post awesome review on your amazon product, kindle book, ebook etc ...
- 2. more than 30+ different account and ip
- 3. manual amazon reviews,
- 4. 100% satisfaction guaranty
- 5. 24/7 support
- 6. money back guaranty
- 7. For kindle review you have to provide me the review text.
- 8. Quick Responsiveness.
- $9.\ \mbox{For verified purchases}$ and kindle review , please send your own write text
- 10. Please send gift card/ coupon code for verified purchases
- 11. Verified Reviews: If you would like a verified amazon review, please provide me with a promo code or gift card so I can purchase the product for free.

I don't do verified reviews to 'FBA' products. for bulk order please use my gig extra.

Please provide your product review, it will be better.

6. The secret of bess98's "awesome reviews" is simple: "you have to provide me the review text." Amazon confirmed this approach when its investigator communicated with bess98:



bessy8

Dear Sir, Please write a review then I will post it.

7. Moreover, bess98 offered to place reviews on Amazon using multiple accounts and IP addresses, thus implying to purchasers she has methods which she believes can evade Amazon's review controls.

8. Similarly, Fiverr seller "Verifiedboss" advertises an Amazon Review Gig and includes an altered Amazon logo to highlight the Gig:



9. Verifiedboss "guarantees" that she can place reviews through 100 different Amazon accounts. Verifiedboss also follows the same ghostwriting approach as bess98 and encourages sellers to write their own reviews, effectively renting her Amazon accounts for \$5 a review:

About This Gig

I will post awesome amazon review on your product us,uk,canada, etc country based account about product, kindle book, ebook etc...

- · Life Time Stable amazon reviews Guarantee.
- . 100 different Account are available to post.
- 100 different unique IP
- 100% Safe
- · 100% 5/4/3/2/1 star rating
- 100% Manual
- 100% Satisfaction Guaranteed
- · 100% money back gurenty

Verified Reviews: If you would like a verified amazon review, please provide me with a promo code so I can purchase the product for free.

N.B: You know the your product better than me. So Please provide your product review

10. Similarly, Fiverr seller "rerina" offers to provide up to nine "Five Stars" Amazon reviews for \$5 each, reminding the purchaser: "You know the your [sic] product better than me. So please provide your product review, it will be better." As with many of the other Fiverr sellers, Rerina offers to place a "Verified Review" in which Amazon verifies that the reviewer has purchased the item through Amazon, so long as Rerina does not have to actually purchase the product:

About This Gig

I will post awesome review on your amazon product, kindle ,book,ebook etc ...

I will write a positive review on Google.

- >>Positive Rating
- >>Five Stars Rating
- >>Permanent
- >>Stable
- >>Manual Service

Verified Reviews: If you would like a verified amazon review, please provide me with a promo code so I can purchase the product for free.

Remainder: You know the your product better than me. So Please provide your product review, it will be better.

- 11. In at least one instance, the seller of a "Verified Review" (*i.e.*, an "Amazon Verified Purchase") was willing to receive an empty envelope, not the product itself, simply to create a shipping record in an attempt to deceive Amazon and its customers.
- brand for their own profit and the profit of a handful of dishonest sellers and manufacturers. Amazon is bringing this action to protect its customers from this misconduct, by stopping defendants and uprooting the ecosystem in which they participate. Although Amazon has successfully requested removal of similar listings from Fiverr in the past, the removal of individual listings does not address the root cause of the issue or serve as a sufficient deterrent to the bad actors engaged in creating and purchasing fraudulent product reviews. This action is the next step in a long-term effort to ensure these providers of fraudulent reviews do not offer their illicit services through other channels and to take enforcement action against the dishonest sellers and manufacturers who use those services.
- 13. In this action, Amazon brings claims for breach of contract, other violations of Washington common law, and violation of the Washington Consumer Protection Act (RCW Ch. 19.86).

II. JURISDICTION AND VENUE

- 14. This Court has personal jurisdiction over defendants, all of whom have conducted business activities in and directed to Washington and are primary participants in tortious acts in and directed to Washington.
- 15. Venue is proper in this Court pursuant to RCW § 4.12.010 to .025 in that a substantial part of the events or omissions giving rise to the claims pled herein occurred in King County, Amazon seeks damages for personal injury or damage to personal property in King County, and its causes of action arose in King County.

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III. THE PARTIES

- 16. Amazon is a Delaware corporation with its principal place of business in Seattle, Washington. Amazon owns and operates the Amazon.com website, and equivalent international websites. Amazon has over two hundred and fifty million active customers.
- 17. Amazon is unaware of the true names and capacities of defendants sued herein as JOHN DOES 1-1114, and therefore sues these defendants by such fictitious names. Amazon will amend this complaint to allege their true names and capacities when ascertained. Amazon is informed and believes and therefore alleges that each of the fictitiously named defendants is responsible in some manner for the occurrences herein alleged, and that Amazon's injuries as herein alleged were proximately caused by such defendants.
- 18. Each of the John Doe defendants is a registered seller at Fiverr. The defendants' Fiverr account names are listed on Exhibit A.

IV. AMAZON'S PRODUCT REVIEW SYSTEM

- 19. As mentioned above, Amazon encourages its customers to review products and services available on its websites. Amazon publishes these reviews on the detail pages of the products and services. Consumers rely on this customer feedback to make informed purchasing decisions. Customers trust that these reviews will be honest, authentic and unbiased.
- 20. Each product review is comprised of the reviewer's textual comments and a "star rating" that ranges from 1 star to 5 stars. Amazon compiles these product reviews, calculates overall star ratings, and publishes those results alongside the advertised product for shoppers to see. An example of a product review for the Kindle Paperwhite follows:

- and is bound by the Conditions of Use of the Amazon site.
- 22. Amazon prohibits paid reviews, as clearly provided in its Customer Review Creation Guidelines that are part of its Conditions of Use:

Paid Reviews - We do not permit reviews or votes on the helpfulness of reviews that are posted in exchange for compensation of any kind, including payment (whether in the form of money or gift certificates), bonus content, entry to a contest or sweepstakes, discounts on future purchases, extra product, or other gifts.

23. Amazon takes the integrity of its customer reviews very seriously. Amazon has developed sophisticated technologies and protocols to detect and remove such reviews from its websites. Amazon scours its site for fake reviews, removes them when it finds them, and suspends sellers that post or purchase fake reviews.

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VI. DEFENDANTS' ILLEGAL ACTS

- 24. At a time unknown to Amazon, each of the defendants enrolled at Fiverr and began offering to write Amazon reviews for \$5 or more. Amazon has conducted an extensive investigation of the defendants' activities on Fiverr, including purchasing "reviews" for products and communicating directly with some of the defendants.
- 25. Although their advertisements vary in some respects, all defendants claim that they will provide reviews of products or Kindle books for any interested Amazon seller. Judging by comments posted on Fiverr by satisfied purchasers, the defendants have successfully sold these services and completed their assigned work.
- 26. In many cases, the reviews posted are entirely fake, and the "reviewer" has no knowledge whatsoever of the product or book being reviewed. Indeed, many defendants specifically request text for the review, and some flatly refuse to create a review unless text is provided. Most defendants promise glowing reviews of products or books they have never seen, assuring "high quality," "5 star," and "awesome" reviews.
- 27. In some cases, the defendants take technological measures to avoid detection by Amazon. For example, some defendants claim to use multiple Amazon accounts and unique IP addresses to post their reviews. Others claim to use accounts from different geographical regions.
- 28. In some instances sellers offer to place a "Verified Review." This refers to the "Amazon Verified Purchase" tag on reviews for which Amazon has verified that the reviewer has purchased the item through Amazon. However, defendants provide these "Verified Reviews" only if the reviewers obtain the product for free, in addition to receiving payment for the "review." In at least one instance, the seller of a "Verified Review" was willing to receive an empty envelope, not the product itself, simply to create a shipping record to document product receipt, and to thereby avoid detection by Amazon.

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29. At all times, defendants knew that Amazon's policies prohibited both paid reviews and fictional reviews, and knew and intended that their business of selling reviews would improperly manipulate the published ranking of products listed for sale on Amazon, with a resulting deception of Amazon's customers.

FIRST CLAIM FOR RELIEF Breach of Contract

- 30. Amazon incorporates by reference the allegations of each and every one of the preceding paragraphs as though fully set forth herein.
- 31. Each of the defendants is an Amazon customer and has an Amazon account. Each of the defendants has agreed to and is bound by the Conditions of Use of the Amazon site.
 - 32. Amazon's Conditions of Use prohibit the creation of paid reviews.
- 33. Defendants have violated the Conditions of Use and have breached their agreement with Amazon, as a result of which Amazon has been damaged in an amount to be proven at trial.
- 34. Amazon has also suffered irreparable injury and, unless defendants are enjoined from such activity, will continue to suffer irreparable injury, whereby Amazon has no adequate remedy at law.

SECOND CLAIM FOR RELIEF Consumer Protection Act (R.C.W. Ch. 19.86)

- 35. Amazon incorporates by reference the allegations of each and every one of the preceding paragraphs as though fully set forth herein.
- 36. Defendants have engaged in unfair and deceptive acts and practices occurring in trade or commerce in violation of the Washington Consumer Protection Act, R.C.W. Ch. 19.86.

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- 37. Defendants' actions were injurious to the public interest. The acts were committed in the course of defendants' business, and caused the public dissemination of false consumer reviews designed to trick consumers. Defendants' acts had the capacity to, and did indeed, harm consumers.
- 38. Defendants' unfair and deceptive business practices have unjustly harmed Amazon and are causing Amazon to suffer damages.
- 39. Amazon is entitled to treble damages and attorneys' fees, pursuant to R.C.W. 19.86.090.
- 40. As a result of such unfair and deceptive acts and practices, Amazon has also suffered irreparable injury and, unless defendants are enjoined from such unfair competition, will continue to suffer irreparable injury, whereby Amazon has no adequate remedy at law.

THIRD CLAIM FOR RELIEF Intentional Interference With Contractual Relations

- 41. Amazon incorporates by reference the allegations of each and every one of the preceding paragraphs as though fully set forth herein.
- 42. Amazon maintains contracts with each seller of goods or services on Amazon's site, as each such user agreed to the Amazon Conditions of Use.
- 43. Defendants have knowledge of these contracts and the contractual prohibitions against fake and paid reviews.
- 44. Defendants intended to disrupt and, with malice and through unfair means, did interfere with the performance of these contracts.
 - 45. As a result of defendants' actions, Amazon has been harmed.

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FOURTH CLAIM FOR RELIEF Unjust Enrichment/Restitution

- 46. Amazon incorporates by reference the allegations of each and every one of the preceding paragraphs as though fully set forth herein.
- 47. Defendants unjustly received benefits at Amazon's expense through their wrongful conduct, including their breach of contract, interference with Amazon's business relationships and other unfair business practices. Defendants continue to unjustly retain these benefits at Amazon's expense. It would be unjust for defendants to retain any value they obtained as a result of their wrongful conduct.
- 48. Amazon is entitled to the establishment of a constructive trust consisting of the benefit conferred upon defendants by the revenues derived from their wrongful conduct at Amazon's expense, and all profits derived from that wrongful conduct.

 Amazon is further entitled to full restitution of all amounts in which defendants have been unjustly enriched at Amazon's expense.

FIFTH CLAIM FOR RELIEF Accounting

- 49. Amazon incorporates by reference the allegations of each and every one of the preceding paragraphs as though fully set forth herein.
- 50. Defendants have obtained business through unlawful conduct, as alleged in this Complaint.
- 51. Defendants have received money as a result of their misconduct, at Amazon's expense, at some or all such money is rightfully due to Amazon. Defendants have also induced contractual breaches by Amazon sellers.
- 52. The identities of the users of defendants' services, and amount of money due from defendants to Amazon, cannot be ascertained without a full accounting of the

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defendants' wrongful and unlawful conduct. Amazon is entitled, therefore, to a full accounting and records of defendants' unlawful activities.

PRAYER FOR RELIEF

WHEREFORE, Amazon respectfully requests judgment as follows:

- 1. That the Court issue permanent and injunctive relief against the defendants and that defendants, their officers, agents, employees, representatives, successors and assigns, and all others in active concert or participation with defendants be enjoined and ordered to:
 - (a) Cease and desist from offering the sale of Amazon reviews;
 - (b) Provide information sufficient to identify each Amazon review created in exchange for payment, and the accounts and persons who paid for such reviews; and
 - (c) Assisting, aiding or abetting any other person or business entity in engaging or performing any of the activities referred to in subparagraph (a) above.
- 2. That the Court enter an Order declaring that defendants hold in trust, as constructive trustees for the benefit of Amazon, their illegal profits gained from the sale of fake reviews, and requiring defendants to provide Amazon with a full and complete accounting of all amounts obtained as a result of defendants' illegal activities;
- 3. That the Court enter an Order instructing defendants, jointly and severally, to pay Amazon's general, special, actual and statutory damages, including treble damages pursuant to R.C.W. Ch. 19.86;
- 4. That the Court Order defendants to pay Amazon both the cost of this action and attorneys' fees incurred in prosecuting this action; and
- 5. That the Court grant Amazon such additional and further relief as is just and proper.

1	DATED this 16th day of October, 2015.	
2		K&L GATES LLP
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4		By /s/ David A. Bateman
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8		Attorneys for Plaintiff Amazon.com, Inc.
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gridram42	isabeau_gg	jnancy	kelsey_hh
gxmtos	isabella29	jnjallservices	kelsey568
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henrysmm	james_boos	joycollier	knoxinator
hermandez	james_hg	joyouscreature	kodomalli45
hhsdjhns	james_williams	jspotter	koireyal
high_review	jamesdavid112	juanpost	kopal_pora
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himarted	jamienayler	judi_hilli	kristaramsey
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howardgig	jaydrozd	kalontoo	ladybird16
hsailkosrg	jazlyn0152	karen_jones	lagbaykoto
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inezschneider	jessie1295	kaybam_writter	lia_pietra
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lindalloyd	makefive	meldavis	mybrandmantra
linkinperk01	maldonadod	melisesien	myhgrx
lisa22	mama_nice	merazulislam90	mymp111
literarycat	mampicat	merilia	myodas619
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lkoimy	mandyiary	mertin79	nancy_queen
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lloydkatiej	maraj2	metalalchemist	nas44hita
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lolajones1	marjam_green	milina s	nayook
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lolipopdj	marketing_4you	mimnusmc	newbreedwarrior
lolomia	marketing8888	minarabegum	newhall
lolonatha	marketingduoduo	miron_s	newportbeach
lona_kor	marketingfred	mishuk5577	nextlevelwork
lopana_boka	markjhon	mityamitu	neymar_
lora_smith	markjohndavid	mityamou	nfected
lorapowers12	markwilliam_r	, mitzi_boerger	nhartsfield
loretta_	marlenegeorge2	mkl143143	nicee_akter
lorie2015	marlowe_uu	mmasrimon	nicholasrohan7
loser44	marrion	mmistermeh	nicholereyes2
lovetest	marsala_	mobrgx	nickm7
lovewhatido	marvel_jones	mogtju	nico_menke
loyzen	mary1979	mohai_menur	nicolasss
lucia785	maryland_000	mohiden_mia	niki10047512
lucybeavers	mastermind 5878	mollyboyd	nipated
ludaniel	matarrese8	mon_foring	nirjharno
lukas_streifer	matha_nosto45	monicanas	nisratnila
lukeywiliams	matthew_queen	monisha_kk	nithela
lusialiena	matthewazseo	morgan_20	normatate
luther420	matthewsolly	morgan687	nova2735
luvensmilez	max_ventilla	morgan968	now_you_see_me
lyndsey99	maxculam	mota_moti	nowwrite
m_group	maxymax	mourin_rimmy	nunez7ty
macjon_	mayaakter	mr_luck	nuphazemediallc
mackers1984	mayra_candido	mrovic	nurialondon
madeehaaziz	mccormickjanie	mswildflower	nurse5vrr
madirana	mcintoshow	mummy_tata	obrien_13
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