

Prime Video Live Streaming quality for Social Interest Events made available by Prime Video: Refund Request Form

Important Disclaimers

- This refund form is applicable only for customers in Italy when quality issues arise during the live streaming of social interest events made available by Prime Video.
- Refund requests won't be accepted if quality metrics haven't failed or if the refund form isn't attached or incomplete (e.g., screenshots or required documents are missing).
- Refund requests will be reviewed only when submitted from the email address associated with your Amazon account.
- The email address primevideo-richiestarimborso@amazon.it handles only quality-related refund requests.
- For all other inquiries, please visit primevideo.com/help or use the Contact Us option.

Note: Please use digital tools such as Adobe Acrobat's "Fill & Sign" feature to complete this form. Handwritten forms aren't recommended.

Section 1: Customer Identification Data

1.1 Full Name: _____

1.2 Email Address associated with your Amazon account: _____

1.3 Which active subscription do you have with Amazon? (Mark Yes for one option below)

Subscription Type	Mark Yes for one option
Amazon Prime Annual Membership	
Amazon Prime Monthly Membership	
Prime Student Annual Membership	
Prime Student Monthly Membership	
Prime Video (only) – Monthly Subscription paid via Amazon	
Prime Video (only) – Monthly Subscription paid via Apple	
Prime Video (only) – Monthly Subscription paid via Google	

Section 2: Reason for Refund Request

2.1 Indicate the type of streaming quality issue that you experienced while live streaming events of social interest made available by Prime Video:

- MAE: Malfunctioning in accessing the event (Yes or No): _____
- RRIC: Rebuffering ratio determined by the connection (Yes or No): _____
- Rmin: Minimum Resolution (Yes or No): _____

2.2 Provide a detailed description of the streaming quality issue that you experienced:

2.3 Date on which you experienced a streaming quality issue: _____

2.4 Name of the registered device as per Prime Video (to check, go to PrimeVideo.com > Account & Settings > Devices): _____

2.5 Indication of any other refund request made during this month and the outcome: _____

Section 3: Internet Connection Details

3.1 Service Provider Name: _____

3.2 Network Type (Fixed or Mobile): _____

- Fixed network (maximum guaranteed bandwidth): _____
- Mobile network type (2G / 3G / 4G / 5G): _____

3.3 Internet connection speed during the event: _____

Section 4: Required Attachments

Please send this form by filling all the details, accompanied by all the documentation listed below to the email address: primevideo-richiestarimborso@amazon.it from your email address with which you have an Amazon account.

- Screenshot of the **QoE** metrics from the Watch History page (PrimeVideo.com > Account & Settings > Watch History > Event of Social Interest > Quality Metrics)
- Screenshot of the Internet connection speed recorded by Misurainternet during the Social Interest event or within one hour after the end of the Social Interest event made available by Prime Video
- Copy of your contractual connectivity conditions, including, where available, the minimum guaranteed bandwidth

Note: Please submit screenshots in PNG or JPG format only. This refund form must be submitted as a PDF file. Other file formats won't be accepted.

Section 5: Self-Declaration

QoE Metric	Quality Metric Threshold
MAE (Malfunctioning in accessing the event)	MAE shouldn't exceed five failed attempts in a row
RRIC (Rebuffering ratio determined by connection)	Shouldn't exceed 5% of the total event duration
Resolution Standards (Connection shouldn't be lower than the below standards for more than 10% of the event)	
For speeds above 3 Mbps	The minimum resolution should be 540p or higher
For speeds above 6 Mbps	The minimum resolution should be 720p or higher

I acknowledge and guarantee that all information provided in this form is true and complete. I'm aware that this refund request is subject to review and verification based on the above-mentioned quality metrics and thresholds. I understand that a refund request will be denied if any information is missing or incomplete.

Place: _____

Full Name or Signature: _____

Date: _____