

A launch blocked by reviews from the wrong product

Pre-sale acceptance audit of an Amazon review analytics browser extension

0

reviews for product A

8

product B reviews shown as A

NO-GO

pre-sale decision

01

THE CUSTOMER-VISIBLE FAILURE

The extension reported eight reviews under a product with zero reviews. The eight texts and source links belonged to a different recommended product. A buyer could therefore act on evidence attached to the wrong item.

02

HOW THE FINDING WAS VERIFIED

We compared the displayed review count, review text, product identifier, and source pages. The collection path accepted an overly broad review link from the recommendation area. Reproducing the A-to-B-to-A navigation exposed the cross-product contamination.

03

REPAIR AND RETEST

The collector was restricted to the exact product identifier and page origin. The targeted retest then showed zero reviews for A and eight for B, with no B reviews carried back to A. This verifies the targeted defect only; it is not a full release pass.

04

THE BUSINESS DECISION

Release and sales plans were paused. Other acceptance blockers still included a broken checkout route, license validation failures, inaccurate product metadata, and a large-list browser crash. The product was not offered as a finished release; no revenue was recorded.

Method: source-linked manual checks, repeatable reproduction, code-level repair, and targeted retest. **Scope:** one internal product; this is not a paid client reference.