

A **Dunnage Not Compliant** chargeback means that you used **unacceptable packaging materials** to ship your products to Amazon's fulfillment center. Amazon only accepts specific approved dunnage types — loose fill materials are strictly prohibited.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

Triggered when a shipment arrives at the FC containing **non-compliant packaging (dunnage) materials** inside cartons. The chargeback is **\$25 per carton (package)** where non-compliant materials are found.

Approved materials include: Foam, Air pillows, Bubble wrap, Full sheets of paper.

Prohibited loose fill materials include: Styrofoam peanuts, Biodegradable packing peanuts, Cornstarch packing peanuts, Crinkle wrap, Shredded paper.

PENALTY PER CARTON

\$25

per non-compliant carton

COMPLIANCE REQUIRED

100%

no loose fill tolerance

EXCEPTIONS

No chargeback if the non-compliant dunnage was included by a **third-party prep center** without vendor knowledge, confirmed with documentation.

There is **no compliance rate threshold** for automatic waiver — every carton with prohibited materials is subject to the \$25 chargeback.

HOW TO AVOID THIS CHARGEBACK

- Use only **Amazon-accepted packing materials**: foam, air pillows, bubble wrap, or full sheets of paper.
- Never use any type of loose fill** — Styrofoam peanuts, biodegradable peanuts, cornstarch peanuts, crinkle wrap, or shredded paper.
- Train warehouse teams on **approved dunnage types** and post guidelines at packing stations.
- Audit third-party prep centers to ensure they follow **Amazon's dunnage requirements** before shipment.

REQUIRED DOCUMENTS & RATE CARD

REQUIRED DOCUMENTATION

Include the following when disputing:

- Image(s) of the PO Label**
Photos of the PO label on the shipment carton confirming the order details.
- Dunnage / Packaging Materials with ASIN**
Photo evidence of the actual dunnage used with one ASIN from the shipment visible, confirming compliant materials were used.

Rate: \$25 flat fee per non-compliant carton (package). Applied to every carton in the shipment found to contain prohibited loose fill materials.

CHARGEBACK TYPE	FACTOR	RATE	BASIS
Dunnage Not Compliant	Packaging materials	\$25 / carton	Per non-compliant carton

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

May 2, 2026, 9:20 AM

Receiving Report — Packaging Materials Compliant

To: vendor-logsitics@yourcompany.com

Dunnage Compliance Check

PO Number:

PO-20260501-441

Carton Count:

48 cartons

Dunnage Used:

Bubble wrap + foam inserts

Loose Fill:

None detected

PO Label:

Present and scannable

Status:

COMPLIANT — approved materials

✓ Amazon-accepted dunnage — no loose fill detected

- PO label present and scannable. Dunnage photos show bubble wrap and foam — both Amazon-approved materials.
- No loose fill detected in any carton — full compliance confirmed. No chargeback applied.

Denied submission

DENIED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

May 15, 2026, 2:45 PM

Receiving Alert — Non-Compliant Dunnage Detected

To: vendor-logsitics@yourcompany.com

Dunnage Compliance Check

PO Number:

PO-20260513-882

Carton Count:

36 cartons

Dunnage Found:

Styrofoam peanuts + crinkle wrap

Loose Fill:

DETECTED — not permitted

Chargeback:

\$25 per carton — 36 cartons

Status:

NON-COMPLIANT — chargeback applied

✗ Loose fill (Styrofoam peanuts) detected — \$25/carton

- Styrofoam peanuts and crinkle wrap found in 36 cartons — both prohibited loose fill materials.
- No compliant dunnage documentation provided. **\$25 × 36 cartons = \$900 chargeback** applied.