

FACTOR	Product Quantities	US RATE	\$1.67 per unit	EU RATE	€0.22 / €0.30 / €0.75 per unit by subtype
--------	--------------------	---------	-----------------	---------	---

A **Carton Content Accuracy chargeback** means that the products or the product quantities in a box received does not match exactly the information in the **Advance Shipment Notification (ASN)**. There are four subtypes: Shortage/Missing ASINs, Unexpected Item Overage, Unexpected Quantity Overage, and Case Pack Defect.

OVERVIEW

 **WHAT TRIGGERS THIS CHARGEBACK**

Triggered when the **actual carton contents do not match the ASN** at receiving. The factor assessed is **product quantities**. All four subtypes stem from a mismatch between what was declared in the ASN and what is physically in the carton.

 **Shortage / Missing ASINs**

Carton contains fewer units than declared in the ASN. E.g. ASN says 10 units, box has 8 → shortage of 2.

 **Unexpected Item Overage (UIO)**

An item not listed in the ASN is found in the carton. E.g. ASN has ASIN-A only, box also contains 4 units of ASIN-B.

 **Unexpected Quantity Overage (UQO)**

More units of a listed item are present than declared. E.g. ASN says 1 unit, box contains 4 → 3 unexpected units.

 **Case Pack Defect**

Case packs (inner boxes) are transparent, item-level barcodes are on the case pack rather than the sellable item, causing receiving errors.

US RATE (ALL SUBTYPES)

\$1.67

per unit discrepancy

EU RATE (BY SUBTYPE)	
Item Overage (UIO)	€0.22
Qty Overage (UQO)	€0.30
Shortage	€0.75

 EXCEPTIONS

No chargeback if the discrepancy was caused by an **Amazon FC receiving error**, confirmed in writing by the fulfillment center.

There is **no compliance threshold** for automatic waiver — every unit discrepancy between the ASN and received carton is subject to the per-unit chargeback rate.

 HOW TO AVOID THIS CHARGEBACK

1 **ASN Accuracy**

Provide the **correct ASN for each shipment** — ensure ASIN, quantity, and carton contents are exact.

Ensure barcodes on each unit are **mapped to the correct ASIN in the catalog**.

2 **Case Pack Requirements**

Ensure case packs (inner boxes) are **not transparent** — item-level barcode must only be visible on the sellable item.

Do not place item barcode labels on top of the case pack — labels must be on individual sellable items only.

REQUIRED DOCUMENTS FOR DISPUTE

 REQUIRED DOCUMENTATION

Include the relevant documentation based on the defect type:

1 **Item Labels on Case Packs / Master Packs**

Images showing a face-open box, inner packs, and individual sellable units of the ASIN. Images showing how items are packed inside the box for shipping.

2 **Evidence for Wrong Items Received**

Comparison with ASN showing the expected items vs what was received, plus an image of the item barcode for the missing or unexpected ASIN.

RATE CARD

How chargebacks are calculated: Applied per unit of discrepancy between ASN and received carton contents. US applies a flat \$1.67/unit across all subtypes. EU differentiates by defect type — shortages carry the highest rate at €0.75/unit.

US Market — Flat Rate		
Same rate applies to all subtypes		
SUBTYPE	FACTOR	RATE / UNIT
Shortage / Missing ASINs	Product quantities	\$1.67
Unexpected Item Overage	Product quantities	\$1.67
Unexpected Quantity Overage	Product quantities	\$1.67
Case Pack Defect	Product quantities	\$1.67

EU Market — By Subtype		
Rate varies by defect type		
SUBTYPE	DESCRIPTION	RATE / UNIT
Unexpected Item Overage	Wrong item in carton (UIO)	€0.22
Unexpected Qty Overage	More units than ASN (UQO)	€0.30
Shortage	Fewer units than ASN	€0.75

DISPUTE EVIDENCE EXAMPLES

 Approved submission

APPROVED

Vendor Central — Receiving Portal

 **Amazon Fulfillment Center**
receiving-compliance@amazon.com

May 12, 2026, 9:40 AM

Receiving Report — Carton Content Verified
To: vendor-logistics@yourcompany.com

Carton Content Accuracy — ASN Match Check

ASN Number: ASN-20260512-7741
PO Number: PO-20260510-332
ASN Qty (ASIN-A): 10 units declared
Received Qty (ASIN-A): 10 units — exact match
Unexpected Items: None detected
Status: COMPLIANT — ASN matches received

✓ Carton contents match ASN exactly — no defect

- ✓ ASN declares 10 units of ASIN-A — received box contains exactly 10 units. No unexpected items or quantity discrepancy.
- ✓ Case pack photos show non-transparent inner boxes with item barcodes only on sellable units. No chargeback applied.

 Denied submission

DENIED

Vendor Central — Receiving Portal

 **Amazon Fulfillment Center**
receiving-compliance@amazon.com

May 28, 2026, 3:15 PM

Receiving Alert — Carton Content Accuracy Defect
To: vendor-logistics@yourcompany.com

Carton Content Accuracy — ASN Match Check

ASN Number: ASN-20260526-4423
PO Number: PO-20260524-881
ASN Qty (ASIN-A): 10 units declared
Received Qty (ASIN-A): 8 units — shortage of 2
Unexpected Items: ASIN-B: 4 units (not in ASN)
Status: NON-COMPLIANT — multiple defects

✗ Shortage + unexpected item overage detected

- ✗ **Shortage:** 2 units of ASIN-A missing vs ASN. **UIO:** 4 units of ASIN-B not declared in ASN — multiple defects.
- ✗ Per-unit chargeback applied to all discrepant units. No documentation provided to explain the mismatch.