

FACTOR	Measurements Greater Than Amazon's Requirements	US RATE	\$25 per box	EU RATE	€2.73 per box (>63.5 cm any side)
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An **Oversized Carton chargeback** occurs when you send a carton to Amazon's fulfillment center with **measurements greater than Amazon's requirements**. Size limits vary by facility type. If any side of a carton exceeds the limit, the carton must contain only one sellable unit with proper warning labels.

OVERVIEW

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WHAT TRIGGERS THIS CHARGEBACK

Triggered when a carton's dimensions exceed Amazon's maximum size limits for the receiving facility. The factor assessed is **measurements greater than Amazon's requirements**.

Amazon enforces different size limits depending on the facility type. Cartons must comply with the limits for their destination facility before shipping.

📦 IXD & Sortable Facilities Max: 36" length 25" width 25" height	🏠 Traditional NonSort (TNS) Max: 48" length 29" width 25" height
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In the EU, the limit is **63.5 cm on any single side**. Any box with at least one side exceeding this triggers the €2.73/box chargeback.

US PENALTY

\$25

per oversized box

EU PENALTY

€2.73

per box > 63.5 cm on any side

EU SIZE THRESHOLD

63.5 cm

any single side

✓

EXCEPTIONS

● If a carton **exceeds size limits on any side**, it is permitted only if it contains **one sellable unit** with proper warning labels in a highly-visible location.

● There is **no compliance threshold** for automatic waiver — every oversized carton is subject to the \$25 (US) / €2.73 (EU) chargeback per box.

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HOW TO AVOID THIS CHARGEBACK

✓ Do not exceed Amazon's maximum carton size limits — confirm your destination facility type (IXD/Sortable or TNS) before packing.

✓ For **IXD/Sortable**: stay within 36" × 25" × 25". For **TNS**: stay within 48" × 29" × 25".

✓ If a carton must exceed size limits, ensure it contains **only one sellable unit** with warning labels affixed in a highly-visible location.

✓ Measure all cartons before shipment — **repack oversized cartons** into compliant dimensions where possible.

REQUIRED DOCUMENTS FOR DISPUTE

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REQUIRED DOCUMENTATION

Include the following when disputing an oversized carton chargeback:

1 Dimensions of Each Individual Item

Documented dimensions (length × width × height) of each individual item in the shipment, confirming they are within Amazon's size requirements for the facility type.

2 Summary of Shipped Carton Contents

A summary of the contents of each shipped carton including item count, dimensions, and confirmation that any oversized carton contains only one sellable unit with warning labels.

RATE CARD

How chargebacks are calculated: Assessed per box found to exceed size limits at receiving. US limits differ by facility type. EU triggers when any single side of the box exceeds 63.5 cm.

🇺🇸 US Market — By Facility Type Size limits vary by destination facility		
FACILITY TYPE	MAX DIMENSIONS (L×W×H)	RATE
IXD / Sortable	36" × 25" × 25"	\$25 / box
Traditional NonSort (TNS)	48" × 29" × 25"	\$25 / box

🇪🇺 EU Market Any side exceeding 63.5 cm triggers chargeback		
CHARGEBACK TYPE	CONDITION	RATE
Oversize Carton	Any side > 63.5 cm	€2.73 / box

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

Apr 14, 2026, 10:05 AM

Receiving Report — Carton Dimensions Compliant

To: vendor-logs@yourcompany.com

Oversized Carton — Dimension Check

PO Number: PO-20260412-663

Carton Count: 30 cartons

Largest Carton: 34" × 24" × 22"

Facility Type: IXD / Sortable

Size Limit: 36" × 25" × 25" — within limit

Status: COMPLIANT — no chargeback

✓ All dimensions within IXD/Sortable limits

✓ Largest carton is 34" × 24" × 22" — within IXD/Sortable limit of 36" × 25" × 25". All dimensions documented.

✓ Item dimension summary submitted showing all individual items within size requirements. No chargeback applied.

✗ Denied submission

DENIED

Vendor Central — Receiving Portal

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Amazon Fulfillment Center

receiving-compliance@amazon.com

Apr 28, 2026, 3:50 PM

Receiving Alert — Oversized Carton Detected

To: vendor-logs@yourcompany.com

Oversized Carton — Dimension Check

PO Number: PO-20260425-991

Carton Count: 12 cartons

Largest Carton: 52" × 30" × 26"

Facility Type: IXD / Sortable

Size Limit: 36" × 25" × 25" — EXCEEDED

Status: NON-COMPLIANT — \$25/box chargeback

✗ Carton exceeds IXD/Sortable size limits — \$25/box

✗ Carton measures 52" × 30" × 26" — exceeds IXD/Sortable limits on all three sides. Multiple units found inside.

✗ No single-unit proof or warning labels. **\$25/box chargeback** applied — no documentation can waive oversized multi-unit carton.

For more information, visit the Operational Performance Dashboard training course in Vendor Central.

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