

FACTOR	Expiry Date	RATE	\$2 per unit + 100% of product cost
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An **Expired Product chargeback** is issued when Amazon receives a product that has either **reached its shelf life (expired)** or will **expire within the next 90 days**. All products must arrive at Amazon's fulfillment center with an expiration date of more than 90 days from the estimated delivery date.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

Triggered when Amazon's FC receives a product that has **already expired** or will expire **within 90 days of the estimated delivery date**. The factor assessed is the **expiry date** on the product.

Products must have an expiration date of **more than 90 days** from the estimated delivery date to Amazon's fulfillment center. Both expired products and products expiring within the 90-day window are non-compliant.

Additionally, the expiration date must use a **globally unambiguous date format**. Formats like *12/1/11* can be misread and are not acceptable.

RECOMMENDED DATE FORMAT

"YYYY-MM-DD"

e.g., 2025-Mar-01 — clear, unambiguous, globally accepted

PENALTY PER UNIT

\$2

per unit shipped

PLUS PRODUCT COST

100%

of cost of the product
(COGS per unit)

SHELF LIFE REQUIRED

>90

days from delivery date
to Amazon FC



EXCEPTIONS

- No chargeback if the expiration date discrepancy was caused by an **Amazon receiving system error**, confirmed in writing by the FC.
- There is **no compliance threshold** for automatic waiver — every unit received with an expiration date within or past the 90-day window is subject to the full **\$2/unit + 100% COGS chargeback**.



HOW TO AVOID THIS CHARGEBACK

- Ship products with **more than 90 days of shelf life remaining** from the estimated delivery date to Amazon's FC.
- Use a **globally unambiguous date format** — avoid formats like 12/1/11 which can be misread. Use YYYY-MM-DD (e.g., 2025-Mar-01).
- Ensure **clear and compliant labeling** — expiration dates must be visible, legible, and correctly formatted on every unit.
- Refer to **Amazon's instructional videos** in Vendor Central to guide proper labeling and handling of perishable or dated products.

REQUIRED DOCUMENTS & RATE CARD



REQUIRED DOCUMENTATION

Include the following when disputing:

1

Image(s) of the PO Label

Photos of the PO label on the shipment carton confirming the order details and shipment date.

2

Expiration Date on the ASIN

Clear image of the expiration date printed on the product/ASIN, showing the date format used and confirming the date was beyond the 90-day window at the time of shipment.

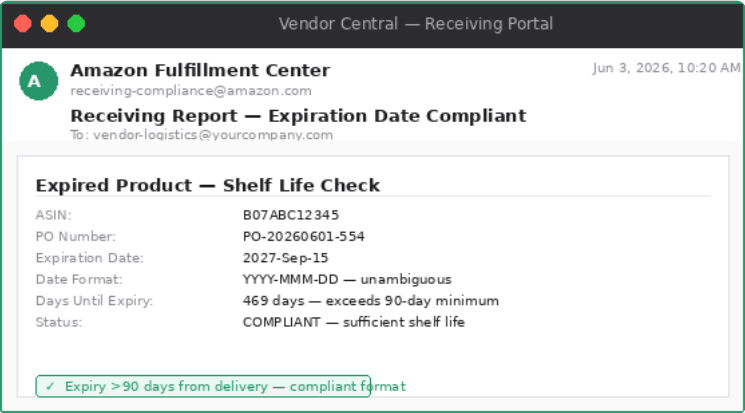
Rate: \$2 per unit shipped **plus** 100% of the cost of the product (COGS) per unit. This is one of the highest chargeback rates — products within 90 days of expiry must never be shipped to Amazon.

CHARGEBACK TYPE	FACTOR	RATE	BASIS
Expired Product	Expiry date	\$2/unit + 100% COGS	Per non-compliant unit

DISPUTE EVIDENCE EXAMPLES

Approved submission

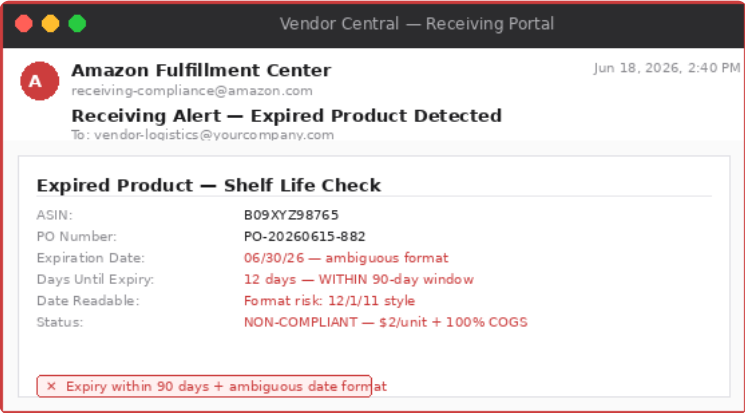
APPROVED



- Expiration date is **2027-Sep-15** — 469 days from delivery, well beyond the 90-day minimum. YYYY-MM-DD format used.
- PO label and ASIN expiry photo both submitted. Date clearly unambiguous — no chargeback applied.

Denied submission

DENIED



- Expiration date only **12 days away** — well within the 90-day prohibited window. Ambiguous format (06/30/26) also flagged.
- Full **\$2/unit + 100% COGS chargeback** applied. No documentation can waive an expired product shipment.