

FACTOR	Carton Contents / Item Weights	US RATE	\$25 per carton	EU RATE	€1.25 per box (>23 kg)
--------	--------------------------------	---------	-----------------	---------	------------------------

An **Overweight Carton chargeback** occurs when you send a carton to Amazon's fulfillment center that contains **more than one sellable unit and weighs over 50 lbs (US) / 23 kg (EU)**. Single sellable units over 50 lbs are permitted with proper warning labels.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

Triggered when a carton arrives at the FC containing **more than one sellable unit and weighing over 50 lbs**. The factor assessed is **carton contents and item weights**.

Multi-unit cartons must not exceed 50 lbs. If a carton exceeds 50 lbs, it must contain **only one sellable unit** with proper warning labels affixed in a highly-visible location.

In the EU, the weight threshold is **23 kg per box**. Any box exceeding this weight triggers the €1.25/box chargeback regardless of unit count.

US PENALTY

\$25

per overweight carton

EU PENALTY

€1.25

per box > 23 kg

WEIGHT LIMIT (US)

50 lbs

for multi-unit cartons



EXCEPTIONS

- Cartons over 50 lbs are **permitted** if they contain **only one sellable unit** with proper warning labels affixed in a highly-visible location.
- There is **no compliance threshold** for automatic waiver — every non-compliant overweight carton is subject to the full \$25 (US) / €1.25 (EU) chargeback.



HOW TO AVOID THIS CHARGEBACK

- Limit carton weight for multi-unit boxes** — do not exceed 50 lbs (US) / 23 kg (EU) when packing multiple sellable units.
- For cartons over 50 lbs, ensure there is **only one sellable unit** inside each carton.
- Affix **proper warning labels in a highly-visible location** on all single-unit cartons that exceed 50 lbs.
- Weigh cartons before shipment and **repack if necessary** to stay within weight limits.

REQUIRED DOCUMENTS FOR DISPUTE



REQUIRED DOCUMENTATION

Include the following when disputing an overweight carton chargeback:

1

Summary of Carton Contents + Item Weights

A detailed summary of the shipped carton's contents along with the weight of each individual item — required when carton weight is under 50 lbs to confirm multi-unit compliance.

2

Proof of Single Sellable Unit

Evidence confirming the carton contains only one sellable unit — required when the carton exceeds 50 lbs, along with photos showing warning labels in a highly-visible location.

RATE CARD

How chargebacks are calculated: Assessed per carton (box) found to be overweight at receiving. US applies to cartons with multiple sellable units exceeding 50 lbs. EU applies to any box exceeding 23 kg.

US Market Per overweight carton (multi-unit > 50 lbs)			
CHARGEBACK TYPE	CONDITION	RATE	BASIS
Overweight Carton	Multi-unit > 50 lbs	\$25 / carton	Per non-compliant carton

EU Market Per box exceeding 23 kg			
CHARGEBACK TYPE	CONDITION	RATE	BASIS
Overweight Carton	Box weight > 23 kg	€1.25 / box	Per non-compliant box

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

May 5, 2026, 9:30 AM

Receiving Report — Carton Weight Compliant

To: vendor-logistics@yourcompany.com

Overweight Carton — Weight Check

PO Number: PO-20260503-441

Carton Count: 20 cartons (multi-unit)

Heaviest Carton: 42 lbs — within 50 lb limit

Single Unit Cartons: N/A — all multi-unit

Warning Labels: Present on all cartons >50 lbs

Status: COMPLIANT — no chargeback

✓ All cartons within 50 lb limit — compliant

- Carton weight summary shows heaviest multi-unit carton at 42 lbs — within the 50 lb limit. No chargeback applies.
- All single-unit cartons over 50 lbs have warning labels in highly-visible locations — properly documented.

Denied submission

DENIED

Vendor Central — Receiving Portal

A

Amazon Fulfillment Center

receiving-compliance@amazon.com

May 19, 2026, 2:15 PM

Receiving Alert — Overweight Carton Detected

To: vendor-logistics@yourcompany.com

Overweight Carton — Weight Check

PO Number: PO-20260517-882

Carton Count: 15 cartons

Heaviest Carton: 68 lbs — EXCEEDS 50 lb limit

Units in Carton: Multiple units (not single sellable)

Warning Labels: MISSING on overweight cartons

Status: NON-COMPLIANT — \$25/carton

✗ Multi-unit carton over 50 lbs — \$25/carton applied

- Multi-unit carton weighs **68 lbs** — exceeds 50 lb limit. Warning labels missing. Chargeback applied.
- No proof of single sellable unit provided. **\$25/carton** chargeback confirmed — no waiver available.