

You may receive a chargeback if your shipment's original packaging does not sufficiently protect the product from damage during shipment. These chargebacks exist to maintain product integrity, reduce damage rates, and ensure a consistent customer experience.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

A **prep-boxing chargeback** is triggered when the **original packaging does not sufficiently protect the product** from damage during shipment. Amazon identifies this as an **incorrect boxing package** — for example, when a box is not six-sided, collapses under pressure, exposes part of the item, lacks a scannable barcode on the outside, or is not properly sealed with tape, glue, or staples.

For heavy items (over 10 lb), failure to use a double-wall corrugated box may also trigger this chargeback. Chargebacks are assessed based on the number of non-compliant units identified during inbound receiving.



EXCEPTIONS

No chargeback if non-compliance was caused by an **Amazon processing error** or routing guide ambiguity confirmed in writing by Amazon.

⚠️ **Operational Impact of Non-Compliance**

Products with insufficient packaging risk **damage during transit** — resulting in customer returns and poor experience. Amazon may need to box your products to keep parts together, replace damaged boxes, or provide protection the original packaging lacks. Note: returning a product to its original box does **not** count as a boxing chargeback.



HOW TO AVOID THIS CHARGEBACK



Use a **strong, six-sided box** that fully encloses and secures the item. No part of the item should be exposed, and the box must not collapse under pressure.



Ensure a **scannable barcode** (UPC, GTIN, or ASIN) is visible on the **outside of the box**. If missing, Amazon will apply an ASIN sticker and chargebacks may apply.



Seal with tape, glue, or staples. For fragile items, confirm the box passes the **3-foot drop test**. Products over **10 lb** must use a **double-wall corrugated box**.

PENALTY — PER UNIT (EFFECTIVE JUL 21, 2025)

REGION / SIZE	RATE
🇪🇺 EU	€0.77 / unit
🇺🇸 US — Standard	\$2.11 / unit
🇺🇸 US — Oversized	\$3.00 / unit
🇨🇦 CA — Standard	\$3.02 CAD / unit
🇨🇦 CA — Oversized	\$4.30 CAD / unit

US/CA Oversized: >18×14×8 in or >20 lbs

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
Prep-Boxing — EU	All modes	€0.77 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Boxing — US Standard	All modes	\$2.11 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Boxing — US Oversized (>18×14×8 in / 20 lbs)	All modes	\$3.00 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Boxing — CA Standard	All modes	\$3.02 CAD / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Boxing — CA Oversized (>18×14×8 in / 20 lbs)	All modes	\$4.30 CAD / unit	Non-compliant units	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK



REQUIRED DOCUMENTATION

If you believe a chargeback was applied in error, follow the standard dispute process and include **both** of the following:



PO or shipping label: A copy of the **purchase order or shipping label** confirming the shipment details, including PO number, ASIN, and destination fulfillment center.

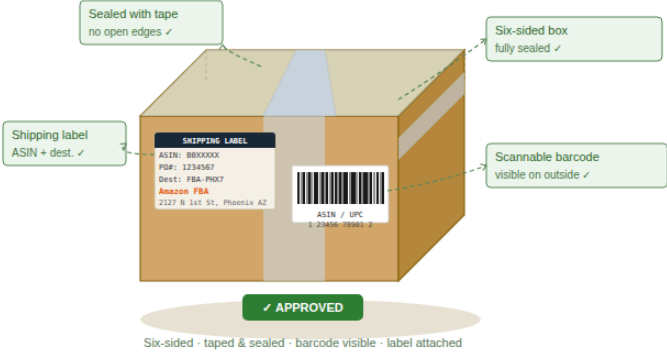


Photos / packaging evidence: **Photos or images** showing the product shipped with proper prep — the item must be fully boxed with a **visible, scannable barcode on the outside**, and evidence that the original packaging meets Amazon's requirements (sufficient protection, sealed, no exposed parts).

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED



✓ Six-sided box, fully sealed with tape — item completely enclosed.

✓ Scannable **ASIN / UPC barcode clearly visible** on the outside of the box.

✓ PO and shipping label included — matching ASIN and destination.

✓ Photos clearly show a **six-sided sealed box, visible barcode**, and matching PO — all meeting Amazon's boxing requirements.

✗ Denied submission

DENIED



✗ No photos provided — unable to confirm proper boxing or prep.

✗ Barcode not visible on outside of box — or box was open-topped / exposed.

✗ Submission missing PO or shipping label with matching ASIN information.

✗ Submission shows **no packaging photos** and **missing barcode evidence**. Box did not meet Amazon's six-sided, sealed boxing requirement — chargeback denied.

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

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