

You may receive a chargeback if a product that requires an opaque cover — due to nudity, provocative positions, or vulgar language — was not properly bagged using a non-transparent, black opaque bag. These chargebacks exist to prevent inappropriate content from being visible during fulfillment and delivery.

OVERVIEW

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WHAT TRIGGERS THIS CHARGEBACK

An **opaque covering chargeback** is triggered when a product that requires an opaque cover arrives at Amazon's fulfillment center in a **transparent or clear bag** instead of the required **black, opaque bag**. This applies to adult products containing nudity, provocative positions, or vulgar language.

Common violations include using a standard clear poly bag instead of black opaque packaging, missing a scannable barcode on the exterior of the opaque bag, and failing to add a suffocation warning when the bag opening is 5 inches or larger (measured flat).

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EXCEPTIONS

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No chargeback if non-compliance was caused by an **Amazon processing error** or confirmed ambiguity in Amazon's adult product requirements communicated in writing.

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Operational Impact of Non-Compliance

Adult products with nudity, provocative positions, or vulgar language must be fully concealed. Using a transparent bag exposes inappropriate content during fulfillment handling and delivery — violating Amazon's product safety and content standards.

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HOW TO AVOID THIS CHARGEBACK

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Use **black, opaque bags** — the product must be completely hidden. No part of the product should be visible through the packaging.

✓

Apply a scannable item identifier barcode (UPC, EAN, ASIN) on the **outside** of the opaque bag. If not scannable, add an ASIN sticker.

✓

Add a suffocation warning if the bag opening is **5 inches or more** (measured flat). Warning must be printed or labeled per Amazon's safety standards.

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DETAILED REQUIREMENTS

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Bag type: Adult products must be packaged in **black, opaque bags** to prevent visibility of the item. Clear or transparent bags are not acceptable.

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Complete coverage: The entire product must be hidden. No nudity, provocative imagery, or vulgar language should be visible from any angle.

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Bag must be sealed: The opaque bag must be fully sealed to prevent the product from being exposed during handling or shipping.

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Using a black shrink wrap is also acceptable as an alternative to black poly bags, provided the product is fully concealed.

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Barcode placement: A scannable item identifier (UPC, EAN, ASIN) must be on the **outside** of the opaque bag. If the original barcode is inside or unreadable, add an ASIN sticker to the exterior.

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Missing or unreadable barcodes may result in additional chargebacks on top of the opaque covering chargeback.

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Suffocation warning: Required if bag opening is ≥ 5 inches (measured flat). Must be printed or labeled clearly per Amazon's bagging safety standards.

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Both the opaque covering requirement AND the barcode/warning requirements must be met — failure in any one triggers a chargeback.

PENALTY

PENALTY — PER UNIT

(EFFECTIVE JUL 21, 2025)

REGION / SIZE	RATE
🇺🇸 US — Standard	\$1.10 / unit
🇺🇸 US — Oversized	\$2.29 / unit
🇨🇦 CA — Standard	\$1.58 CAD / unit
🇨🇦 CA — Oversized	\$3.28 CAD / unit

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

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
Prep-Opaque Covering — US Standard	All modes	\$1.10 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Opaque Covering — US Oversized (>18×14×8 in / 20 lbs)	All modes	\$2.29 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Opaque Covering — CA Standard	All modes	\$1.58 CAD / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Opaque Covering — CA Oversized (>18×14×8 in / 20 lbs)	All modes	\$3.28 CAD / unit	Non-compliant units	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

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REQUIRED DOCUMENTATION

Include **both** of the following when disputing:

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Photos of packaged product: Photos showing product properly opaque-bagged or shrink-wrapped in black, non-transparent packaging — with the barcode clearly scannable on the exterior, and suffocation warning visible if applicable.

✓

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

DISPUTE EVIDENCE EXAMPLES

✓

Approved submission

APPROVED

✓

Black opaque bag — product completely hidden, no content visible.

✓

Scannable barcode applied on the exterior of the opaque bag.

✓

Suffocation warning present (bag opening ≥ 5 inches).

✓

Photos clearly show **black opaque packaging**, **exterior barcode**, and **suffocation warning** — fully compliant.

✗

Denied submission

DENIED

✗

Clear/transparent bag — adult content visible through packaging.

✗

No exterior barcode — product cannot be scanned.

✗

Suffocation warning missing — required for this bag size.

✗

Submission shows **transparent bag**, **no exterior barcode**, and **missing warning** — chargeback denied.

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

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