

You may receive a chargeback if products that contain two or more units are not packaged together as a set before arriving at the fulfillment center. Items that arrive separated, unlabeled, or with uncovered individual barcodes will trigger this chargeback.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

A **set creation chargeback** is triggered when products that should be sold together as a set — two or more units, parts, or quantities of the same product — arrive at Amazon's fulfillment center **not packaged together as a single unit**. This includes sets where components are loose or separated, where the **"Sold as set"** label is missing, or where individual item barcodes are not covered (causing scanner confusion with the set ASIN).

The packaging itself must also meet Amazon's applicable prep standards — whether that is bagging, boxing, or bubble wrap — and the set must have its own unique barcode distinct from individual component barcodes.

EXCEPTIONS

No chargeback if non-compliance was caused by an **Amazon processing error** or confirmed issue with Amazon's set creation instructions communicated in writing.

Operational Impact of Non-Compliance

Products containing two or more units must be **packaged together as a set** before arriving at the fulfillment center. Unpackaged sets cause fulfillment errors, mis-shipments, and poor customer experience when components arrive separately.

HOW TO AVOID THIS CHARGEBACK

Label the set

with "Sold as set", "Ready to ship", or "This is a set. Do not separate." — visible on the exterior.

Package all components together

as a single complete unit using a bag, box, bubble wrap, or heat-sealed shrink wrap.

Apply one set ASIN barcode

— unique to the set, different from individual item barcodes. Cover all other barcodes.

Packaging must meet Amazon's requirements

for the selected prep type (bagging, boxing, bubble wrap, etc.).

DETAILED REQUIREMENTS

- Secure packaging:** All items in the set must be packaged together using a bag, box, bubble wrap, or heat-sealed shrink wrap — no loose components.
- Meet prep standards:** The packaging must satisfy Amazon's requirements for the applicable prep type (e.g. Bagging, Boxing, Bubble Wrap).
- Set label required:** Must display a visible label such as "Sold as set", "Ready to ship", or "This is a set. Do not separate."

The label must be on the outside of the packaging and clearly visible without opening the package.

If packaging separates during transit due to insufficient sealing, a chargeback may be applied even if the set was originally packed correctly.

PENALTY	
PENALTY — PER UNIT	
(EFFECTIVE JUL 21, 2025)	
REGION / SIZE	RATE
US — Standard	\$1.75 / unit
US — Oversized	\$2.35 / unit
CA — Standard	\$2.51 CAD / unit
CA — Oversized	\$3.36 CAD / unit
US/CA Oversized: >18×14×8 in or >20 lbs	

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
Prep-Set Creation — US Standard	All modes	\$1.75 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Set Creation — US Oversized (>18×14×8 in / 20 lbs)	All modes	\$2.35 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Set Creation — CA Standard	All modes	\$2.51 CAD / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Set Creation — CA Oversized (>18×14×8 in / 20 lbs)	All modes	\$3.36 CAD / unit	Non-compliant units	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

REQUIRED DOCUMENTATION

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

Images of packaged set:

Images showing all components packaged together as a single unit, with the "Sold as set" label clearly visible and the set ASIN barcode scannable — individual barcodes covered.

PO / shipping label:

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

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

Together · labeled · covered · unique barcode

All items secured together in shrink wrap — single complete unit.

"Sold as set" label visible on exterior.

Individual barcodes covered — only set ASIN barcode scannable.

✓ Photos clearly show **items packaged together**, **set label applied**, and **individual barcodes covered** — fully compliant.

Denied submission

DENIED

Separated · no label · barcodes exposed

Items separated — not packaged together as a set.

No "Sold as set" label on either item.

Individual item barcodes exposed — causes mis-scanning.

✗ Submission shows **items not packaged together**, **no set label**, and **uncovered barcodes** — chargeback denied.

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

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