

You may receive a chargeback if your products were not properly secured for shipment. These chargebacks exist to prevent product damage, ensure secure transit, and maintain fulfillment center efficiency.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

A **prep-taping chargeback** is triggered when products arrive at Amazon's fulfillment center **not properly secured for shipment** — identified as a **lack of taping** violation. This includes open flaps, unsealed side seams, unsecured openings, or any part of the unit that has not been adequately taped or sealed.

Barcodes placed around corners are also a common trigger — they must be on a flat, exterior surface to be scannable. For units requiring additional packaging, the barcode must remain scannable without opening the package. Units eligible for stickerless commingled inventory must be labeled with an Amazon item label.

PENALTY

€0.40

per unit

PERFORMANCE IMPACT

Keep rate as low as possible

Unsecured products risk getting trapped in conveyor belts

EXCEPTIONS

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

⚠ **Operational Impact of Non-Compliance**

Products must be taped to **secure loose box lids and openings** so that products do not come out and get **trapped in conveyor belts** — causing fulfillment center equipment damage, shipment delays, and potential product loss.

HOW TO AVOID THIS CHARGEBACK

Ensure all openings are properly secured — tape all flaps, seams, and openings. Use H-tape pattern on top and bottom for maximum security.

Place barcode on a flat exterior surface — avoid placing around corners. Barcode must be physically scannable without opening the package.

For **stickerless commingled inventory**, label units with an **Amazon item label**. For additional packaging, ensure barcode remains scannable from the outside.

DETAILED TAPING REQUIREMENTS

- **All openings must be secured:** Top flaps, bottom seams, and any side gaps must be fully taped — no open or loose edges.
- **Barcode placement:** Physical scannable barcode must be on a flat, exterior surface. Do not place around corners — this makes scanning unreliable.
- **Additional packaging:** If units require extra wrapping or packaging, the barcode or label must remain scannable from the outside without opening.

- **Stickerless commingled inventory:** Units eligible for stickerless must be labeled with an Amazon item label — no exceptions.
- **Tape quality:** Use strong packing tape appropriate for the box weight. Insufficient or damaged tape does not meet requirements.

⚠ Barcode placed on a corner or folded surface is a common dispute denial reason — always verify before shipping.

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
Prep-Taping (Lack of Taping)	All modes	€0.40 / unit	Non-compliant units	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

REQUIRED DOCUMENTATION

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

Images of secured unit:

Photos showing the product with **securely taped or sealed openings** and a **scannable barcode on the exterior** — flat surface, not on a corner, clearly readable.

PO / shipping label:

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

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED

✓ All flaps and seams fully taped — no open edges.

✓ Barcode on flat exterior surface — scannable without opening.

✓ H-tape pattern on top and bottom for full security.

✓ Images clearly show **all openings sealed with tape** and **barcode correctly placed** on flat exterior — meeting Amazon's taping requirements.

✗ Denied submission

DENIED

✗ Top flaps open — not sealed or taped.

✗ Barcode placed on corner — cannot scan reliably.

✗ Side seam unsecured — product exposed during transit.

✗ Submission shows **open flaps, unsealed seams** and **barcode on corner** — chargeback denied.

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

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