

You may receive a chargeback if a liquid, paste, gel, or cream product (4.2 oz / 125 mL or more) was not properly sealed with a cap seal to prevent leakage and damage during shipment. This applies to non-hazardous, non-fragile products with specific lid types.

OVERVIEW

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WHAT TRIGGERS THIS CHARGEBACK

A **cap seal chargeback** is triggered when a qualifying liquid product arrives at Amazon's fulfillment center **without a cap seal**, or with an improperly applied seal that does not prevent leakage. The chargeback applies to **liquid, paste, gel, or cream** products that are **4.2 oz (125 mL) or more**, non-hazardous, non-fragile, and have one of the qualifying lid types (twist/screw top, clip-on, flip top, or hand pump).

A cap seal is still required even if the product has a secondary seal, **unless the pump has a locking mechanism**. Unsealed lids risk leakage that can damage other products in the same shipment.

Twist / Screw top

Apply horizontally

Wrap seal horizontally around the cap and neck junction. Tighten lid fully before applying.

Flip top

Apply vertically

Apply seal vertically over the opening to prevent the flip top from accidentally opening.

Clip-on top

Apply vertically

Secure seal vertically over the clip-on opening, anchoring both sides to the bottle.

Hand pump

Apply vertically

Apply vertically over the pump and secure both sides to the bottle. Required even with secondary seal if no locking mechanism.

Multiple openings

Seal each opening

Apply a separate cap seal for each individual opening on the product.

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EXCEPTIONS

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No chargeback if the product has a **secondary seal AND a locking mechanism** on the pump — both conditions must be met to qualify for the exemption.

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Operational Impact of Non-Compliance

Liquid products without a cap seal risk **leakage during transit** — damaging other products in the same shipment, contaminating packaging, and creating safety hazards in the fulfillment center. Examples: liquid all-purpose cleaner, liquid laundry detergent.

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HOW TO AVOID THIS CHARGEBACK

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Tighten the lid fully before applying the cap seal — a loose lid will leak even with a seal.

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Apply the cap seal in the **correct orientation** for the lid type — horizontal for screw tops, vertical for flips and pumps.

✓

For **multiple openings**, apply a separate cap seal to each opening — one seal is not sufficient.

✓

Ensure the **barcode remains visible and scannable** after the cap seal is applied — do not cover the barcode with the seal.

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PRODUCT ELIGIBILITY — CAP SEAL REQUIRED WHEN ALL OF THE FOLLOWING APPLY

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Product type: Liquid, paste, gel, or cream.

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Size: 4.2 oz (125 mL) or more.

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Hazard classification: Non-hazardous (non-hazmat) products only.

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If the product has a pump WITHOUT a locking mechanism, a cap seal is still required even if there is a secondary seal.

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Fragility: Product must be non-fragile.

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Lid type: Twist or screw top · Clip-on top · Flip top · Hand pump.

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Seal condition: The item does not have a secondary seal (unless it has a pump with a locking mechanism — then cap seal may be waived).

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Photos submitted for disputes must show both the cap seal applied correctly AND the barcode clearly visible from the exterior.

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
Prep-Cap Seal — US Standard	All modes	\$0.95 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Cap Seal — US Oversized (>18×14×8 in / 20 lbs)	All modes	\$1.36 / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Cap Seal — CA Standard	All modes	\$1.36 CAD / unit	Non-compliant units	Minimize — no fixed threshold
Prep-Cap Seal — CA Oversized (>18×14×8 in / 20 lbs)	All modes	\$1.95 CAD / unit	Non-compliant units	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

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REQUIRED DOCUMENTATION

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

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Photos of cap seal:

Photos showing product with cap seal properly applied and barcode clearly visible — seal must cover the lid/cap fully in the correct orientation for the lid type.

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PO / shipping label:

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

✓

Secondary seal evidence:

If applicable, show evidence that the **item had a secondary seal** or was properly prepped to prevent leakage — include photos confirming the seal condition at time of shipment.

DISPUTE EVIDENCE EXAMPLES

✓

Approved submission

APPROVED

Cap seal applied horizontally
Lid tightened first ⚡

Twist/screw top
Seal applied horizontally ⚡
Both cap and neck covered ⚡

Leakage prevented
Liquid sealed inside ⚡

Barcode visible
Scannable exterior ⚡



✓ Cap seal applied horizontally over twist top — lid tightened first.

✓ Seal fully covers cap and neck — leakage prevented.

✓ Barcode clearly visible and scannable on exterior.

✓ Photos show **cap seal correctly applied, lid secured, and barcode scannable** — meeting Amazon's cap seal requirements.

✗

Denied submission

DENIED

No cap seal applied
Lid not sealed ⚡

Leakage risk
Liquid not secured ⚡

Liquid leaking
Cap not tightened ⚡
Damages other items ⚡



✗ No cap seal applied — lid not secured.

✗ Liquid leakage risk — can damage other items in shipment.

✗ Cap not tightened before sealing.

✗ Submission shows **no cap seal, loose lid, and leakage risk** — chargeback denied.

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

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