

You may receive a chargeback if you shipped an Amazon order using a different carrier or a different ship method from the one specified in the order. These chargebacks exist to ensure shipping consistency, cost accuracy, and reliable delivery performance across Amazon's supply chain.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

A **Ship Method Mismatch chargeback** means that you shipped an Amazon order using a **different carrier** or a **different ship method** from the one Amazon specified in the order. The ship method assigned by Amazon must be followed exactly — any unauthorized change to the carrier or service level triggers this chargeback.

Common causes include: warehouse not set up for the assigned carrier, changing shipment priority without approval (e.g. standard to priority), or EDI ASN referencing a different ship method name than the one in the order.

EXCEPTIONS

No chargeback if the carrier **rejected the shipment** due to product dimensions or weight exceeding the assigned method's limits — must provide carrier rejection notice.

Operational Impact of Non-Compliance

Shipments using the incorrect ship method may **impact customer-promised delivery dates** and Amazon's shipping costs. Continued non-compliance will affect your **performance metrics** and put your **website availability at risk**.

HOW TO AVOID THIS CHARGEBACK

Always use the carrier and ship method assigned by **Amazon**. Switching to another carrier — even a comparable method — is not allowed without approval.

Never change shipment priority (e.g. standard → priority) without explicit approval from your Vendor Manager.

Ensure EDI ASN matches Amazon's ship method name exactly — e.g. if the order specifies UPS_2ND, any other method name in the ASN triggers this chargeback.

If products don't correctly reflect the assigned ship method, **contact your Vendor Manager immediately** and provide complete package dimensions (L × W × H) and weight.

PENALTY

\$10

per ship method mismatch issue

PERFORMANCE IMPACT

Keep rate as low as possible

Continued non-compliance puts your website availability at risk

RATE CARD

Chargeback type	Trigger	Rate	Key requirement	Compliance required
Ship Method Mismatch	Wrong carrier or service level used	\$10 per issue	Use Amazon-assigned carrier & method exactly	Minimize — no fixed threshold

DISPUTING THIS CHARGEBACK

REQUIRED DOCUMENTATION

If you believe a chargeback was applied in error, include all of the following:

Product Description:

The **product description and ASIN** for the affected item(s) — identifying which product was shipped with the wrong method.

Actual Dimensions:

The **actual dimensions and weight** of the product (L × W × H and weight) — proving the item exceeded the assigned carrier's size/weight limits.

Carrier Rejection:

Carrier rejection notice or system screenshot showing the assigned carrier refused the shipment due to size, weight, or eligibility — proving the method change was unavoidable.

DISPUTE EVIDENCE EXAMPLES

✓ Approved submission

APPROVED

Vendor Central — Product Details

Catalog > Product Info

PRODUCT & SHIPPING DETAILS

ASIN	Product	Actual Dims (L×W×H)	Weight	Amazon Method
B09GHI3456	Industrial Air Filter Kit	36 × 24 × 18 in	72 lbs	UPS Ground (SP)

UPS — SHIPMENT REJECTION NOTICE

TRACKING > EXCEPTION LOG

CARRIER REJECTION RECORD

Tracking #	PO Number	Rejection Reason	Date	Status
1Z9A82E70349	PO-8301274	Exceeds SP weight limit (70 lbs max)	2026-07-05	Rejected by Carrier

✓ CARRIER REJECTED — PRODUCT WEIGHT (72 LBS) EXCEEDS UPS GROUND SP LIMIT OF 70 LBS

◀ ASIN, product, and actual dimensions clearly documented

◀ Carrier rejection notice proves method change was forced

✓ Dispute includes ASIN, product description, actual dimensions (36×24×18 in, 72 lbs).

✓ UPS rejection notice proves item exceeded SP weight limit — method change was unavoidable.

✗ Denied submission

DENIED

Vendor Central — Product Details

Catalog > Product Info

PRODUCT & SHIPPING DETAILS

ASIN	Product	Actual Dims (L×W×H)	Weight	Amazon Method
B09GHI3456	Industrial Air Filter Kit	Not provided	Not provided	UPS Ground (SP)

DISPUTE JUSTIFICATION REASON & EVIDENCE

REASON FOR SHIP METHOD CHANGE

We switched to **FedEx Freight** because it was more convenient for our warehouse schedule. No carrier rejection was received — we chose to change the method ourselves.

✗ NO CARRIER REJECTION — VENDOR VOLUNTARILY CHANGED SHIP METHOD WITHOUT APPROVAL

◀ Missing actual dimensions and weight

◀ No rejection notice — vendor changed method by choice

✗ Submission is missing actual dimensions and weight, and provides no carrier rejection notice.

✗ Vendor admits to **voluntarily changing the ship method** without Amazon approval — no valid basis for dispute.

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

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