

SIOC (Ships in Own Container) chargebacks are issued when a product designated as SIOC-eligible is not prepped or packaged correctly for direct shipment to the customer — resulting in Amazon needing to overbox or repackage the item, generating packaging waste and additional costs.

OVERVIEW

WHAT TRIGGERS THIS CHARGEBACK

A **SIOC chargeback** is triggered when a product designated as SIOC-eligible arrives at Amazon's fulfillment center in packaging that **cannot ship directly to the customer** without additional overboxing or repackaging. This defeats the purpose of the SIOC program, which aims to ship products in their own brand packaging without additional Amazon outer boxes.

Common triggers include: shipping without a valid **SIPP (Ships in Product Packaging) certification**, packaging that fails the drop test, missing or unscannable exterior barcode, or packaging dimensions/weight that do not meet SIOC standards. Amazon charges a **packaging waste** chargeback to recover the cost of repackaging.

PENALTY — PER UNIT (EFFECTIVE JAN 1, 2025)

SHIPPING WEIGHT	CHARGEBACK
0 to 3 kg	€1.40
3 kg to <9 kg	€1.90
9 kg to <12 kg	€2.60
12 kg to <15 kg	€3.30
15 kg or more	€5.00

Shipping weight = greater of unit weight or dimensional weight (L×W×H ÷ 5000)

SIPP CERTIFICATION TIERS

Prep-Free Packaging (PFP)

Sortable goods

For sortable goods that cannot ship in their own packaging. Reduces need for Amazon prep. Products ship without additional overboxing.

Ships in Product Packaging (SIPP / SIOC)

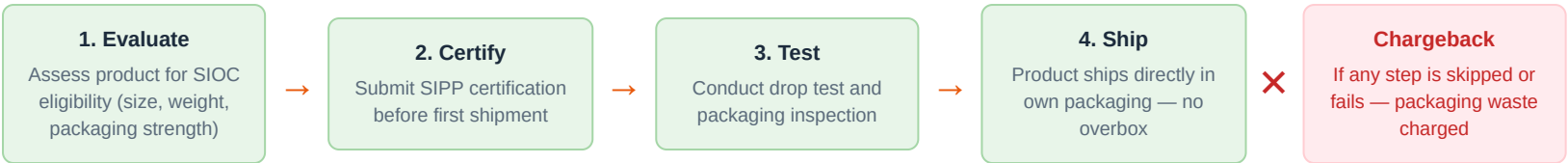
Large standalone items

For products large enough to ship alone. Product packaging serves as the shipping container — no overboxing needed. Certification required before shipping.

Frustration-Free Packaging (FFP)

Highest tier

Easy-to-open, curbside recyclable, free from unnecessary materials. Reduces fulfillment fees and enhances customer experience.



EXCEPTIONS

No chargeback if non-compliance was caused by an **Amazon fulfillment center error** or a confirmed issue with Amazon's SIOC designation communicated in writing.

SIOC chargebacks are charged as a **fixed fee per unit based on shipping weight** — not as a % of COGS. Shipping weight is the greater of unit weight or dimensional weight (L×W×H ÷ 5000). Rates range from **€1.40 to €5.00 per unit** shipped to Amazon.

HOW TO AVOID THIS CHARGEBACK

Evaluate products for SIOC eligibility before designating them as SIOC — check dimensions, weight, and packaging strength.

Submit SIPP certification through Vendor Central before shipping any SIOC-designated product — certification must be valid and current.

Conduct internal drop tests and maintain packaging spec sheets — packaging must withstand transit without an outer box.

Ensure a **scannable barcode is on the exterior** of the product packaging — readable without opening or overboxing.

DETAILED REQUIREMENTS

- SIPP certification required:** Product must be certified via Amazon's SIPP program before being designated as SIOC and shipped as such.
- Packaging must be self-sufficient:** The brand packaging must protect the product from damage during fulfillment center handling and last-mile delivery without an outer box.
- Drop test required:** Packaging must pass Amazon's drop test requirements — maintain records for dispute purposes.

If packaging fails the drop test during Amazon's inspection, the chargeback is applied and the product will be overboxed at the vendor's expense.

- Exterior barcode:** A scannable item identifier (UPC, GTIN, ASIN) must be on the outside of the product packaging — no inner barcodes that require opening.
- Packaging spec sheet:** Maintain detailed packaging specifications including material type, dimensions, weight, and test results — required for dispute evidence.
- Pre-shipment photos:** Take photos of packaging before shipment showing condition, barcode, and SIOC label — essential for dispute documentation.

SIPP certification must be renewed if packaging is changed or updated — shipping with outdated certification triggers the chargeback.

RATE CARD

Chargeback type	Shipment mode	Rate	Quantity basis	Compliance required
SIOC — Ships in Own Container (Packaging Waste)	All modes	€1.40 – €5.00 / unit	Non-compliant units	By shipping weight

DISPUTING THIS CHARGEBACK

REQUIRED DOCUMENTATION

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

Pre-shipment photos:

Photos of packaging before shipment showing the product in its own container, with SIOC/SIPP certification label visible and barcode scannable on the exterior.

SIPP certification proof:

Valid SIPP certification documentation from Amazon's certification program — confirming the product's packaging was certified for direct shipment at the time of the chargeback.

Drop test records:

Drop test records or packaging spec sheet confirming the packaging passed Amazon's required tests — include test date, results, and packaging specifications.

DISPUTE EVIDENCE EXAMPLES

Approved submission

APPROVED

- SIPP certified — product ships directly in own brand packaging.
- Exterior barcode scannable — no overbox needed to scan.
- Drop test passed — packaging spec sheet on file.

Evidence shows **valid SIPP certification, exterior barcode, and drop test records** — no overboxing required.

Denied submission

DENIED

- No SIPP certification — product not approved for SIOC.
- Amazon required to add overbox — packaging waste triggered.
- No drop test records submitted — packaging not verified.

Submission shows **no SIPP certification, overbox required, and no test records** — chargeback denied.