

SUBTYPE

Down Confirmed

A **down confirmed** chargeback is issued when you reduce a PO-ASIN quantity **after the stipulated timeline** — specifically after the five business day hand-off window for quantity adjustments has closed.

OVERVIEW



WHAT TRIGGERS THIS CHARGEBACK

This chargeback is triggered when a vendor **down confirms a PO-ASIN quantity** — reducing the committed quantity — **after the hand-off window** has passed. The factor assessed is **ship quantity**.

Any quantity reduction must occur within **five business days from the start of the hand-off window**. Late adjustments are not accepted and trigger a chargeback.

PENALTY

3%

of COGS on chargeback qty

COMPLIANCE REQUIRED

100%

within 5-day hand-off window



EXCEPTIONS

- No chargeback if a **documented extension was approved** by Amazon prior to the hand-off window closing.

- No automatic waiver** — Down Confirmed requires **100% compliance** within five business days from the start of the hand-off window for quantity adjustments.



HOW TO AVOID THIS CHARGEBACK

- Submit any quantity adjustments **within five business days** from the start of the hand-off window.
- Review and confirm** purchase orders within 24 hours — identify quantity issues early.
- Only confirm quantities you **can actually ship** to avoid needing last-minute reductions.
- Maintain **accurate inventory levels** and flag availability issues before the hand-off window opens.
- Keep **documentation of all approved extensions** in case of dispute.

REQUIRED DOCUMENTS FOR DISPUTE



REQUIRED DOCUMENTATION

Include all of the following when disputing this chargeback:

1

Purchase Order Confirmation

Original confirmed PO showing the initial agreed quantity before any adjustment.

2

Documentation of Approved Extensions

Any Amazon-approved extension documentation confirming the adjusted hand-off deadline.

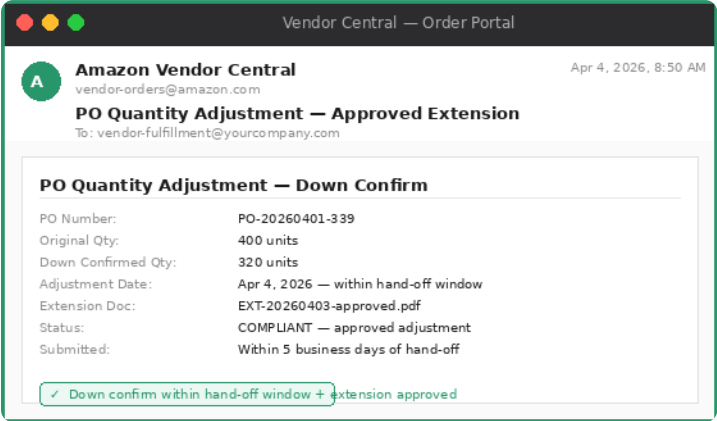
RATE CARD

CHARGEBACK TYPE	SHIPMENT MODE	RATE	QUANTITY BASIS	COMPLIANCE REQUIRED
In Full Delivery — Down Confirmed	All modes	3% of COGS	Chargeback qty	100% within 5-day window

DISPUTE EVIDENCE EXAMPLES

Approved submission

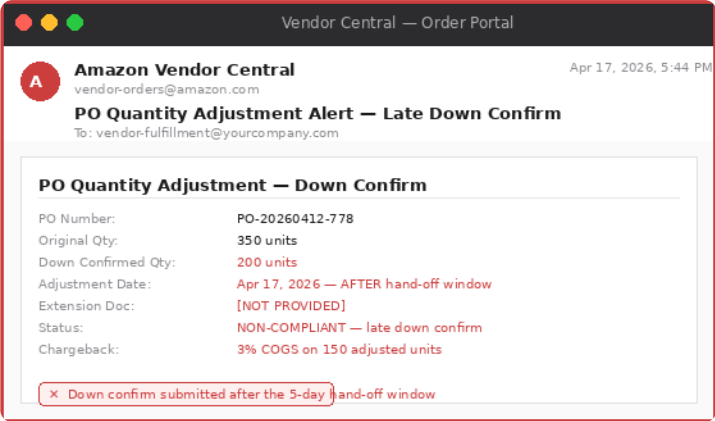
APPROVED



- Down confirm submitted **within the 5-day hand-off window** with approved extension documentation on file.
- Adjustment properly documented and processed before the window closed.

Denied submission

DENIED



- Down confirm submitted **after the hand-off window closed** — late adjustment not accepted.
- No approved extension documentation provided — 3% COGS chargeback applied to adjusted units.