

Amazon Shipping Service Guide



Effective September 15th, 2025

This Amazon Shipping Service Guide ("Service Guide") is incorporated into the Amazon Shipping Terms and Conditions ("Terms"). Words capitalized but not defined in this Service Guide are defined in the Terms or Amazon Shipping Policies.

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Section 1: Our Service

Amazon Shipping offers a fast, affordable shipping service with delivery you can count on to your end customers. This includes pick-ups and delivery up to 7 days a week in eligible zip codes across the continental United States.

Once on-boarded, Shippers can purchase Shipping Labels through their Seller Central or Amazon Shipping accounts, or through authorized integrators, package these Shipments and present them for pick-up at a pre-scheduled time. See Section 2 of this guide for details on appropriate packaging and labelling.

This Service Guide is intended to provide an overview of both the service offered and the requirements for shipping with us. Shippers who utilize the Amazon Shipping service must adhere to the Terms and to the Amazon Shipping Policies.

Section 2: Shipment Preparation

A complete list of the requirements for preparing a Shipment is found in the Amazon Shipping Policies. Some requirements are shown here for convenience and because they may be related to the surcharges and fees detailed in this Service Guide.

2.1 Packaging & labelling requirements

- a) Shipments must be fully encased in packaging (corrugated cardboard or padded envelope) that is strong enough to avoid damage to other Shipments or injury to persons and must not have overwrap.
- b) Shipments must be no more than 50 pounds, with a maximum length of 59 inches, height of 33 inches, width of 33 inches, and a girth of 130 inches. Length is defined as the longest side of the parcel and girth is defined as $Girth = Length + 2(Width + Height)$. Shipments exceeding these parameters are subject to additional Shipping Fees and may be rejected by Amazon Shipping or subject to return or disposal as described in Section 4.
- c) Previously used packaging is acceptable, provided that it is undamaged and all labels or markings related to the prior Shipment have been removed.
- d) Shipments must be sealed using shipping tape. Do not use string, rope, cellophane tape, or masking tape to secure the outside packaging.
- e) Shipments containing liquids must be wrapped and sealed to prevent leakage and surrounded with absorbent material to avoid breakage.
- f) Shipping Labels must be 4 inches x 6 inches, using black ink on a plain white background, printed entirely within the borders of the label.
- g) The Shipping Label, along with any other required labels, should be placed on a single surface, preferably the largest surface away from the edges.
- h) Shippers shipping any Permissible Dangerous Goods (as defined in the Amazon Shipping Policies) in Shipments are responsible for ensuring that such Shipments are packaged, labelled, and marked in accordance with the applicable packaging, labelling, and marking regulations found at 49 CFR Part 171-185 Publication 52 (Hazardous, Restricted, and Perishable Mail).

2.2 Palletization requirements

Shippers may be asked to palletize their Shipments if their package volume or package mix is unsuitable for a loose load pick-up. If asked to palletize, Shippers must supply their own pallets and adhere to the below:

- a) Pallets must not exceed (a) 48 inches in length; (b) 77 inches in height (including the height of the pallet); or (c) 2000 pounds in gross weight (including the weight of the pallet).
- b) Pallets must be shrink wrapped.
- c) Pallets should be assembled with heavier items at the bottom and lighter items at the top to ensure stability.
- d) Labels and any required Hazardous Materials Markings must be printed from Shipper Central and applied to the center of the pallet, approximately one-third of the way down from the top, and on the side that will be accessed by a pallet jack or forklift.

Note: Prohibited Goods (as defined in the Amazon Shipping Policies) are prohibited from shipping via the network.

Shipments must comply with the USPS Domestic Mail Manual then in effect, and all applicable USPS rules and regulations. See Section 7 of this Service Guide for more details. Packages requiring additional handling or exceeding Amazon's maximum allowances may be refused for delivery or may be subject to additional Shipping Fees as described in Section 4 of this Service Guide.

Section 3: Pricing

- 3.1 Base Shipping Fees are charged for all Shipments based on the service required and the billable weight. The billable weight is the greater of (a) actual weight and (b) dimensional weight, which is calculated based on actual package volume and your dimensional divisor. Weight is always rounded up to the nearest pound.
- 3.2 Shippers are required to provide information regarding each Shipment, including its weight and dimensions. In addition to calculating the appropriate rate, Amazon uses this information to identify the ship method(s) available and to determine whether Amazon can transport the Shipment.
- 3.3 Amazon may examine, re-weigh, or re-measure any Shipment to confirm declared Shipment information and all Shipping Fees. If Amazon determines that the weight or any dimension of your Shipments is greater than what you declared, then Amazon may charge for the Shipment on the basis of the billable weight verified by us or refuse to carry the Shipment. In the event the Shipping Fees are adjusted due to under-declared weight or dimensions, or if any additional fees or surcharges in Section 4 are applied to the Shipment, the Fuel Surcharge may also be adjusted to apply to these charges. See Section 4 below for information on additional fees or surcharges that may apply if the weight, dimension, or contents of your Shipments do not comply with the Amazon Shipping Policies.

Your rates for a particular Shipment are presented at the time you purchase the Shipping Label on Shipper Central. Depending on the status of your account, you may also be able to access downloadable rates through your Shipper Central account. Some Shippers may receive a Custom Price Proposal (i.e. customized rates that reflect volume incentives) based on the rates in the table below. Please note that the rates stated in your Shipper Central account may not be reflected when purchasing a Shipping Label through other channels. All rates are subject to change.

Billable weight	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
≤ 1 lb	\$9.60	\$9.98	\$10.89	\$11.38	\$11.76	\$11.89	\$12.10
≤ 2 lbs	\$10.36	\$11.41	\$12.45	\$12.73	\$13.28	\$13.78	\$14.01
≤ 3 lbs	\$10.77	\$12.02	\$13.01	\$13.66	\$14.22	\$14.70	\$15.42
≤ 4 lbs	\$11.09	\$12.09	\$13.54	\$14.41	\$14.81	\$15.78	\$16.52
≤ 5 lbs	\$11.38	\$12.64	\$13.87	\$15.06	\$15.67	\$16.51	\$17.50
≤ 6 lbs	\$11.48	\$12.69	\$14.00	\$15.11	\$15.68	\$16.52	\$17.51
≤ 7 lbs	\$12.12	\$12.98	\$14.37	\$15.60	\$15.96	\$16.97	\$18.16
≤ 8 lbs	\$12.47	\$13.45	\$14.88	\$16.05	\$16.61	\$17.65	\$18.95
≤ 9 lbs	\$12.66	\$13.64	\$14.93	\$16.19	\$16.96	\$18.38	\$19.97
≤ 10 lbs	\$12.83	\$13.78	\$15.09	\$16.58	\$17.16	\$19.26	\$21.28
≤ 11 lbs	\$13.40	\$13.95	\$15.29	\$16.63	\$17.58	\$20.70	\$22.50
≤ 12 lbs	\$13.62	\$14.54	\$15.44	\$16.82	\$18.20	\$21.53	\$23.54
≤ 13 lbs	\$13.68	\$14.60	\$15.62	\$17.14	\$18.77	\$22.92	\$24.69
≤ 14 lbs	\$14.18	\$15.00	\$15.77	\$17.56	\$19.86	\$24.47	\$26.70
≤ 15 lbs	\$14.19	\$15.32	\$16.00	\$18.18	\$20.97	\$25.24	\$27.95
≤ 16 lbs	\$14.55	\$15.76	\$16.28	\$18.50	\$21.64	\$26.56	\$29.17
≤ 17 lbs	\$14.66	\$16.08	\$16.46	\$19.01	\$22.55	\$27.92	\$29.35
≤ 18 lbs	\$14.81	\$16.33	\$16.63	\$19.92	\$23.74	\$28.76	\$31.64
≤ 19 lbs	\$15.18	\$17.06	\$17.48	\$20.80	\$24.35	\$29.55	\$32.93
≤ 20 lbs	\$15.30	\$17.20	\$17.58	\$21.61	\$25.18	\$30.64	\$34.36

Billable weight	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
≤ 21 lbs	\$15.86	\$17.88	\$18.51	\$21.87	\$26.14	\$31.71	\$35.42
≤ 22 lbs	\$15.90	\$18.05	\$19.01	\$22.62	\$27.21	\$32.88	\$36.96
≤ 23 lbs	\$15.96	\$18.40	\$19.56	\$23.05	\$28.24	\$33.67	\$38.43
≤ 24 lbs	\$16.40	\$19.14	\$20.43	\$24.27	\$29.58	\$34.80	\$40.63
≤ 25 lbs	\$16.45	\$19.21	\$20.53	\$24.58	\$30.44	\$36.72	\$41.89
≤ 26 lbs	\$17.24	\$19.87	\$21.38	\$25.57	\$31.55	\$38.22	\$43.61
≤ 27 lbs	\$17.73	\$20.35	\$21.81	\$26.00	\$32.82	\$38.92	\$44.35
≤ 28 lbs	\$18.14	\$20.83	\$22.82	\$27.68	\$34.42	\$40.67	\$46.05
≤ 29 lbs	\$18.18	\$21.23	\$23.18	\$27.73	\$35.41	\$41.59	\$47.27
≤ 30 lbs	\$18.48	\$21.75	\$24.06	\$28.82	\$35.98	\$41.80	\$49.24
≤ 31 lbs	\$19.18	\$22.26	\$24.42	\$29.03	\$36.84	\$43.36	\$50.81
≤ 32 lbs	\$19.19	\$22.27	\$24.43	\$29.04	\$37.03	\$43.37	\$51.37
≤ 33 lbs	\$19.30	\$22.60	\$25.53	\$30.41	\$39.16	\$44.79	\$52.75
≤ 34 lbs	\$19.42	\$23.10	\$26.34	\$31.47	\$39.37	\$46.13	\$55.28
≤ 35 lbs	\$19.78	\$24.33	\$27.21	\$32.23	\$40.04	\$47.32	\$55.68
≤ 36 lbs	\$20.08	\$24.34	\$27.43	\$33.20	\$41.72	\$48.93	\$57.86
≤ 37 lbs	\$20.37	\$24.65	\$27.85	\$33.93	\$41.91	\$50.51	\$58.43
≤ 38 lbs	\$20.68	\$25.04	\$28.60	\$34.75	\$42.85	\$50.71	\$59.52
≤ 39 lbs	\$21.38	\$26.01	\$29.81	\$35.63	\$44.56	\$52.71	\$60.74
≤ 40 lbs	\$21.39	\$26.13	\$29.83	\$35.70	\$44.87	\$52.72	\$60.75
≤ 41 lbs	\$21.88	\$27.24	\$30.69	\$36.92	\$46.47	\$54.34	\$63.05
≤ 42 lbs	\$21.89	\$27.33	\$31.88	\$37.03	\$46.94	\$55.26	\$63.37
≤ 43 lbs	\$22.30	\$27.73	\$31.93	\$38.91	\$49.21	\$57.27	\$65.09
≤ 44 lbs	\$22.62	\$28.15	\$32.75	\$39.62	\$49.64	\$58.73	\$65.77
≤ 45 lbs	\$22.64	\$28.16	\$32.76	\$39.62	\$49.79	\$60.20	\$66.23
≤ 46 lbs	\$23.36	\$28.45	\$33.80	\$40.58	\$51.10	\$60.85	\$67.99
≤ 47 lbs	\$23.46	\$29.10	\$34.35	\$40.88	\$51.79	\$62.04	\$69.08
≤ 48 lbs	\$23.47	\$29.29	\$34.68	\$42.13	\$52.57	\$62.60	\$70.19
≤ 49 lbs	\$23.48	\$29.31	\$34.76	\$42.15	\$52.96	\$63.86	\$70.59
≤ 50 lbs	\$23.49	\$29.32	\$34.78	\$42.20	\$52.97	\$63.87	\$70.98
≤ 51 lbs	\$23.55	\$29.33	\$34.87	\$42.28	\$53.24	\$64.19	\$72.10
≤ 52 lbs	\$23.56	\$29.36	\$34.89	\$42.29	\$53.25	\$64.20	\$72.11
≤ 53 lbs	\$23.57	\$29.41	\$34.90	\$42.55	\$53.26	\$64.22	\$72.81
≤ 54 lbs	\$23.58	\$29.46	\$34.96	\$42.63	\$53.27	\$64.23	\$72.86
≤ 55 lbs	\$23.59	\$29.50	\$34.97	\$42.83	\$53.33	\$64.24	\$72.92
≤ 56 lbs	\$23.60	\$29.54	\$35.02	\$42.84	\$53.35	\$64.29	\$73.74
≤ 57 lbs	\$24.03	\$29.66	\$35.07	\$44.12	\$53.40	\$64.34	\$74.49
≤ 58 lbs	\$24.04	\$29.67	\$35.08	\$44.17	\$53.41	\$64.40	\$75.13
≤ 59 lbs	\$24.10	\$29.69	\$35.33	\$44.18	\$53.69	\$64.45	\$76.38
≤ 60 lbs	\$24.72	\$30.84	\$35.93	\$45.71	\$54.69	\$64.51	\$76.86
≤ 61 lbs	\$24.73	\$30.93	\$36.22	\$45.86	\$54.70	\$64.51	\$77.06
≤ 62 lbs	\$25.75	\$33.12	\$36.88	\$47.16	\$55.55	\$65.51	\$77.81
≤ 63 lbs	\$25.75	\$33.13	\$37.23	\$47.18	\$55.93	\$66.05	\$78.28
≤ 64 lbs	\$26.44	\$33.15	\$37.84	\$47.21	\$56.33	\$66.06	\$78.75

Billable weight	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
≤ 65 lbs	\$26.73	\$34.04	\$37.85	\$47.24	\$56.80	\$66.22	\$78.89
≤ 66 lbs	\$26.86	\$34.37	\$37.86	\$47.26	\$56.85	\$66.42	\$79.22
≤ 67 lbs	\$26.87	\$34.42	\$37.87	\$47.35	\$57.29	\$66.75	\$80.01
≤ 68 lbs	\$27.16	\$35.02	\$40.16	\$48.34	\$58.14	\$67.76	\$80.06
≤ 69 lbs	\$27.73	\$35.36	\$40.45	\$48.72	\$58.44	\$67.81	\$80.40
≤ 70 lbs	\$27.86	\$35.84	\$41.33	\$50.80	\$59.62	\$67.87	\$81.08
≤ 71 lbs	\$27.93	\$35.91	\$42.05	\$51.06	\$60.12	\$69.00	\$81.25
≤ 72 lbs	\$28.73	\$35.92	\$42.93	\$51.07	\$61.11	\$71.94	\$81.38
≤ 73 lbs	\$28.91	\$36.27	\$42.94	\$51.83	\$61.69	\$71.98	\$81.39
≤ 74 lbs	\$29.67	\$36.28	\$42.95	\$51.84	\$62.71	\$72.08	\$81.40
≤ 75 lbs	\$30.79	\$36.32	\$42.96	\$52.30	\$62.73	\$72.81	\$81.41
≤ 76 lbs	\$33.16	\$38.35	\$43.23	\$53.11	\$64.12	\$74.00	\$82.21
≤ 77 lbs	\$34.47	\$38.91	\$43.76	\$53.34	\$64.49	\$76.10	\$82.25
≤ 78 lbs	\$34.50	\$40.38	\$45.05	\$53.91	\$64.89	\$76.67	\$82.26
≤ 79 lbs	\$36.05	\$42.03	\$46.13	\$54.76	\$66.23	\$77.85	\$83.53
≤ 80 lbs	\$37.04	\$42.85	\$46.38	\$56.06	\$67.35	\$78.92	\$84.17
≤ 81 lbs	\$37.94	\$43.21	\$47.50	\$56.44	\$68.22	\$79.40	\$84.46
≤ 82 lbs	\$39.15	\$44.25	\$49.65	\$57.83	\$68.39	\$81.45	\$84.54
≤ 83 lbs	\$39.19	\$44.26	\$49.66	\$57.89	\$68.60	\$81.46	\$84.55
≤ 84 lbs	\$40.75	\$46.02	\$51.10	\$58.45	\$70.28	\$82.43	\$85.13
≤ 85 lbs	\$41.84	\$46.03	\$51.14	\$59.38	\$70.71	\$83.32	\$86.05
≤ 86 lbs	\$43.37	\$48.58	\$53.13	\$60.52	\$72.23	\$85.66	\$88.68
≤ 87 lbs	\$44.25	\$48.60	\$53.14	\$60.52	\$73.18	\$85.75	\$88.83
≤ 88 lbs	\$46.09	\$49.69	\$54.82	\$62.47	\$73.44	\$85.83	\$89.80
≤ 89 lbs	\$48.16	\$51.08	\$55.90	\$62.68	\$75.04	\$86.72	\$91.68
≤ 90 lbs	\$51.06	\$53.30	\$58.26	\$64.52	\$76.11	\$88.72	\$93.49
≤ 91 lbs	\$51.07	\$53.30	\$58.27	\$64.58	\$76.18	\$88.73	\$93.50
≤ 92 lbs	\$52.21	\$53.75	\$58.58	\$65.08	\$76.95	\$88.74	\$93.67
≤ 93 lbs	\$52.92	\$54.32	\$59.75	\$65.21	\$77.11	\$88.75	\$93.78
≤ 94 lbs	\$53.19	\$55.75	\$60.03	\$66.05	\$78.75	\$88.77	\$95.64
≤ 95 lbs	\$53.92	\$56.25	\$60.43	\$66.95	\$78.98	\$89.08	\$96.67
≤ 96 lbs	\$55.64	\$56.62	\$62.64	\$67.69	\$78.99	\$89.09	\$97.62
≤ 97 lbs	\$57.48	\$58.83	\$63.56	\$68.71	\$80.62	\$90.36	\$99.56
≤ 98 lbs	\$58.24	\$59.21	\$63.56	\$69.52	\$81.53	\$90.37	\$99.57
≤ 99 lbs	\$59.51	\$59.58	\$65.35	\$70.40	\$81.72	\$91.28	\$100.57
≤ 100 lbs	\$59.97	\$60.57	\$65.36	\$70.83	\$82.68	\$91.34	\$100.62
≤ 101 lbs	\$61.02	\$61.16	\$65.99	\$71.51	\$83.46	\$92.21	\$101.61
≤ 102 lbs	\$61.03	\$61.17	\$66.00	\$71.52	\$83.47	\$92.22	\$101.66
≤ 103 lbs	\$61.83	\$62.68	\$67.36	\$71.93	\$83.69	\$92.30	\$101.67
≤ 104 lbs	\$61.84	\$62.69	\$67.53	\$72.02	\$83.70	\$92.31	\$101.68
≤ 105 lbs	\$64.04	\$64.54	\$68.95	\$74.20	\$85.76	\$94.46	\$104.17
≤ 106 lbs	\$64.49	\$64.89	\$69.07	\$74.21	\$85.77	\$94.47	\$104.18
≤ 107 lbs	\$65.44	\$65.45	\$70.55	\$75.01	\$85.78	\$95.17	\$105.00
≤ 108 lbs	\$65.75	\$66.17	\$70.56	\$75.02	\$86.55	\$95.18	\$105.01

Billable weight	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
≤ 109 lbs	\$67.66	\$67.75	\$71.43	\$76.47	\$87.30	\$96.88	\$106.92
≤ 110 lbs	\$68.90	\$69.38	\$72.94	\$77.80	\$89.72	\$98.70	\$108.90
≤ 111 lbs	\$68.91	\$69.48	\$74.55	\$78.70	\$89.73	\$99.40	\$110.19
≤ 112 lbs	\$69.72	\$70.92	\$74.56	\$78.71	\$90.44	\$99.41	\$110.20
≤ 113 lbs	\$69.73	\$70.93	\$75.38	\$79.43	\$90.45	\$99.42	\$111.16
≤ 114 lbs	\$71.14	\$72.45	\$76.95	\$80.98	\$92.84	\$101.91	\$112.93
≤ 115 lbs	\$72.54	\$73.94	\$77.63	\$81.80	\$92.86	\$102.68	\$112.96
≤ 116 lbs	\$72.63	\$74.19	\$78.65	\$82.18	\$94.03	\$104.16	\$114.50
≤ 117 lbs	\$72.69	\$74.25	\$78.66	\$83.08	\$94.22	\$104.17	\$115.47
≤ 118 lbs	\$74.16	\$75.84	\$78.75	\$83.32	\$94.91	\$104.18	\$117.22
≤ 119 lbs	\$75.51	\$76.60	\$81.08	\$84.41	\$94.92	\$105.00	\$117.30
≤ 120 lbs	\$77.65	\$77.77	\$81.20	\$85.16	\$96.58	\$106.38	\$117.47
≤ 121 lbs	\$77.69	\$77.78	\$81.21	\$85.18	\$97.20	\$106.39	\$117.48
≤ 122 lbs	\$77.72	\$79.27	\$81.99	\$85.94	\$97.95	\$108.06	\$119.54
≤ 123 lbs	\$79.01	\$80.04	\$85.25	\$88.10	\$98.72	\$109.84	\$120.93
≤ 124 lbs	\$79.11	\$80.13	\$85.34	\$88.11	\$99.18	\$109.85	\$121.17
≤ 125 lbs	\$79.18	\$80.14	\$85.35	\$88.29	\$99.38	\$109.86	\$121.18
≤ 126 lbs	\$80.77	\$80.93	\$86.22	\$88.30	\$99.97	\$110.08	\$125.20
≤ 127 lbs	\$80.78	\$82.33	\$87.89	\$90.14	\$102.05	\$111.84	\$125.21
≤ 128 lbs	\$81.48	\$82.34	\$87.90	\$90.33	\$102.26	\$112.07	\$126.14
≤ 129 lbs	\$83.08	\$83.39	\$87.93	\$90.77	\$102.27	\$112.08	\$127.10
≤ 130 lbs	\$83.32	\$83.42	\$88.73	\$90.95	\$103.00	\$113.54	\$130.27
≤ 131 lbs	\$83.80	\$84.72	\$90.70	\$92.44	\$104.52	\$114.40	\$130.61
≤ 132 lbs	\$85.45	\$85.57	\$91.28	\$93.05	\$104.53	\$114.41	\$130.62
≤ 133 lbs	\$85.46	\$86.51	\$91.29	\$93.06	\$105.07	\$114.64	\$130.63
≤ 134 lbs	\$86.90	\$87.10	\$92.14	\$94.54	\$106.67	\$116.29	\$130.64
≤ 135 lbs	\$87.72	\$88.88	\$93.90	\$96.23	\$108.20	\$117.13	\$131.54
≤ 136 lbs	\$88.37	\$89.10	\$95.42	\$97.06	\$108.21	\$118.76	\$132.18
≤ 137 lbs	\$88.38	\$89.11	\$97.03	\$97.96	\$108.21	\$118.96	\$132.45
≤ 138 lbs	\$90.02	\$91.37	\$97.51	\$98.77	\$110.44	\$119.97	\$136.09
≤ 139 lbs	\$91.63	\$91.71	\$97.53	\$98.79	\$110.45	\$121.95	\$137.11
≤ 140 lbs	\$92.45	\$93.17	\$98.49	\$100.14	\$111.41	\$121.96	\$137.12
≤ 141 lbs	\$92.46	\$93.18	\$99.35	\$100.35	\$111.63	\$122.22	\$137.13
≤ 142 lbs	\$93.65	\$94.00	\$100.23	\$101.91	\$113.09	\$123.92	\$137.65
≤ 143 lbs	\$93.66	\$94.01	\$100.24	\$101.96	\$113.32	\$123.93	\$137.74
≤ 144 lbs	\$96.22	\$97.60	\$103.94	\$104.95	\$116.10	\$126.88	\$141.94
≤ 145 lbs	\$96.23	\$99.43	\$103.95	\$105.17	\$117.84	\$128.21	\$141.95
≤ 146 lbs	\$96.24	\$99.47	\$104.08	\$105.17	\$117.85	\$128.22	\$142.85
≤ 147 lbs	\$97.39	\$99.54	\$104.92	\$106.03	\$118.69	\$128.25	\$143.83
≤ 148 lbs	\$97.49	\$100.06	\$105.92	\$106.92	\$119.08	\$128.39	\$144.63
≤ 149 lbs	\$97.50	\$100.13	\$106.37	\$107.70	\$119.09	\$128.40	\$144.64
≤ 150 lbs	\$97.51	\$100.17	\$106.59	\$109.44	\$119.33	\$128.66	\$144.93

Zones are defined as follows (miles listed are from origin to destination, except as otherwise communicated by Amazon):

- Zone 2: 0 –150 miles
- Zone 3: 151–300 miles
- Zone 4: 301–600 miles
- Zone 5: 601–1,000 miles
- Zone 6: 1,001–1,400 miles
- Zone 7: 1,401–1,800 miles
- Zone 8: 1,801 miles and over

Note: Zones are determined based on distance from pickup zip code to destination zip code. All zones exclude Shipments to or from AK, HI, PR, and US Territories. Amazon Shipping does not currently deliver to any location outside the United States.

Section 4: Additional Shipping Fees

In certain circumstances, Amazon may apply Shipping Fees, including surcharges or special handling fees, to cover the increased cost in fulfilling the service, as detailed below.

These surcharges and fees are subject to change. Amazon reserves the right to introduce additional Shipping Fees and to apply any or all of these as applicable.

4.1 Fuel Surcharge

This surcharge will be based on weekly fluctuations in the US Average Diesel Fuel Price.¹ The table below outlines the Fuel Surcharge for an exemplary range of fuel prices:

National US Average on Highway Diesel Fuel Price (USD\$/gallon)		
At least	But less than	Surcharge
\$2.90	\$3.02	14.50%
\$3.02	\$3.14	14.75%
\$3.14	\$3.26	15.00%
\$3.26	\$3.38	15.25%
\$3.38	\$3.50	15.50%
\$3.50	\$3.62	15.75%
\$3.62	\$3.74	16.00%
\$3.74	\$3.86	16.25%
\$3.86	\$3.98	16.50%
\$3.98	\$4.10	16.75%
\$4.10	\$4.22	17.00%
\$4.22	\$4.34	17.25%
\$4.34	\$4.46	17.50%
\$4.46	\$4.58	17.75%
\$4.58	\$4.70	18.00%

If the fuel price falls outside the range above, the range will extend in \$0.12 increments and the Fuel Surcharge will adjust in 0.25% increments. For example, where the US Average Fuel Price increases to \$5.10, the Fuel Surcharge will be 19.00%.

¹ Data sourced from the U.S. Department of Energy – Energy Information Administration. Data are refreshed weekly and can be found here: https://www.eia.gov/dnav/pet/pet_pri_gnd_dcus_nus_w.htm

4.2 Demand Surcharge

The Demand Surcharge may be applied during specific periods of increased demand on the network (e.g., October through December). Amazon will inform you in advance of the specific dates of any period in which a Demand Surcharge will be applied, as well as how the surcharge will be calculated. The Demand Surcharge may apply to base Shipping Fees (i.e., those described in Section 3), as well as the Additional Handling, Large Package and Extra Heavy Package Fees outlined in sections 4.5, 4.6 and 4.7.

4.3 Delivery Area Surcharge

A Delivery Area Surcharge applies to each Shipment delivered to specific zip codes that are outside the standard areas for delivery including rural or less-accessible areas, highlands and locations infrequently served. The surcharge applied will vary by delivery zip code, and delivery to applicable zip codes will incur either the Delivery Area Surcharge, Extended Delivery Area Surcharge or Remote Area Surcharge. These surcharges will not be combined on any individual Shipment. A list of applicable zip codes associated with each Delivery Area Surcharge can be found in Exhibit A.

	Flat charge per package
Delivery Area Surcharge	\$3.95
Extended Delivery Area Surcharge	\$4.90
Remote Area Surcharge	\$14.15

4.4 Non-Standard Fee

A Non-Standard Fee applies to each Shipment requiring additional handling due to its size as detailed in the chart below. The fee is calculated by zone and is subject to increased demand period adjustments noted in Section 4.2:

	Zones		
	2	3-4	5-8
Length > 37 inches	\$11.00	\$12.25	\$14.15
Width > 30 inches	\$11.00	\$12.25	\$14.15
Height > 24 inches	\$11.00	\$12.25	\$14.15

If a Shipment meets one or more of the criteria listed above, a single Non-Standard Fee will be applied in the following sequence: Length, Width, Height. For example, if a Shipment triggers a Non-Standard Fee under both the Height and the Length criteria above, the Non-Standard Fee for the Length will be applied, but not for the Height.

The Non-Standard fee will not be applied when the Additional Handling fee is applied.

4.5 Additional Handling Fee

The Additional Handling Fee applies to each Shipment requiring additional handling due either to its weight, size or improper packaging. The fee may also be applied in cases where packages require re-packaging in order to fulfil the delivery. The fee is calculated by zone, as shown below (subject to increased demand period adjustments noted in Section 4.2):

	Zones		
	2	3, 4	5+
Scale Weight > 50 pounds	\$34.50	\$37.50	\$41.50
Length > 47 inches	\$22.00	\$24.50	\$28.25
Width > 42 inches	\$22.00	\$24.50	\$28.25
Girth > 105 inches	\$22.00	\$24.50	\$28.25
Non-Standard Packaging	\$19.50	\$23.00	\$24.50

If a Shipment meets 1 or more of the criteria listed above, only one Additional Handling Fee will be applied and it will be applied in the following sequence: Scale Weight, Girth, Length, Width, Non-Standard Packaging. For example, if a single Shipment triggers an Additional Handling Fee under both the Scale Weight and the Length criteria above, the Scale Weight, but not the Length, Additional Handling Fee shall be applied.

The Additional Handling Fee will not be applied when the Large Package Fee is applied. "Non-Standard Packaging" is defined as any package that:

- is not fully encased in an outer shipping container;
- is encased in an outer shipping container not made of corrugated fiberboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic (e.g., plastic bags), or expanded polystyrene foam (e.g., Styrofoam);
- is encased in an outer shipping container covered in shrink wrap or stretch wrap
- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;
- is bound with metal, plastic, or cloth banding, or has wheels, casters, handles, or straps (e.g., a bicycle) (including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area);
- could become entangled in or cause damage to other packages or Amazon's sortation system; or
- any other package that requires special handling, as determined by Amazon in its sole discretion.

See Section 2 of this Service Guide for important information on Shipment weight, dimensions, packaging requirements. Full requirements are found in the Amazon Shipping Policies.

4.6 Large Package Fee

The Large Package Fee applies to each Shipment exceeding (a) a girth of 130 inches or (b) a length of 96 inches. It is calculated by zone as shown below (subject to increased demand period adjustments contemplated in Section 4.2):

Zones		
2	3, 4	5+
\$160.00	\$175.00	\$197.50

Large Packages are subject to a minimum billable weight of 90 pounds. The Additional Handling Fee will not be applied when the Large Package Fee is applied.

4.7 Extra Heavy Package Fee

The Extra Heavy Package Fee applies to each Shipment exceeding (a) a scale weight of 150 pounds, (b) a girth of 165 inches, or (c) a length of 108 inches. If found in the Amazon Shipping system, they are subject to additional charges. Amazon Shipping reserves the right in its sole discretion to either (i) return such Shipments to the Shipper at the Shipper's expense, or (ii) dispose of such Shipment, if Amazon Shipping determines it is not practical to return.

The fee is subject to the increased demand period adjustments contemplated in Section 4.2 and is charged whether the Shipment is returned or disposed of.

Flat charge per package
\$1250.00

4.8 Address Correction Fee

The Address Correction Fee applies to Shipments requiring an update to either the pick-up or delivery address due to an incorrect or incomplete address being provided at the time of label purchase.

Flat charge per package
\$21.00

4.9 Shipment Correction Audit Fee

The Shipment Correction Audit Fee is applied to Shipments with under-declared weight and/or dimensions. This fee is applied in addition to the fees detailed at 4.4, 4.5, and 4.6 above.

Charge per package
Greater of \$1.25 per package or 6% of the amount the Shipping Fee is adjusted for that Shipment

4.10 Prohibited Goods Fee

The Prohibited Goods Fee applies to all Shipments containing Prohibited Goods, as defined in the Amazon Shipping Policies. Refer to the Terms, the Amazon Shipping Policies, and Section 7 of this Service Guide for details on Prohibited Goods.

Flat charge per package
\$150.00

4.11 Scheduled Pick-up Fee

The Scheduled Pick-Up Fee applies to each attempted pick-up made during our normal schedule.

Flat charge per pick-up
\$9.05

4.12 Ad Hoc Pick-Up Fee

The Ad Hoc Pick-Up Fee applies to each ad hoc pick-up requested by the Shipper outside of the assigned schedule.

Flat charge per pick-up
\$9.05

Section 5: Billing

- 5.1 Amazon may collect Shipping Fees and any additional amounts due: (a) daily, weekly, bi-weekly, or monthly in arrears based on the invoice provided by Amazon for the Shipping Fees incurred in the measurement period, if your account is authorized to do so by Amazon, (b) upon receipt of the Shipment by Amazon for delivery, by automatically deducting such Fees from your Amazon Seller Central account or (c) through any other means authorized under the terms of the Amazon Services Business Solutions Agreement or Vendor Terms and Conditions, to the extent that you have entered into the same.
- 5.2 If Amazon chooses to invoice the Shipper for Shipping Fees, these will be available to download from the Amazon Shipping account and will be payable within 15 days of the date of applicable invoice. Amazon may require payment of interest at the rate of 1.5% per month compounded monthly (19.56% compounded annually) or the highest legally permissible rate, whichever is lower, on all amounts not paid when due until paid in full. The Shipper will reimburse Amazon for all fees incurred in connection with Amazon's collection of amounts payable and past due.
- 5.3 Any dispute regarding an invoice must be raised within three months of the applicable invoice date. After this date, the invoice will be deemed correct and may not be disputed.

Section 6: Claims

Please see the Terms and Amazon Shipping Policies for complete information about claims and the claims process.

Shipment claims may be submitted for Shipments that become lost or damaged within the Amazon Shipping network. These claims are raised directly via the Shipper Central account. The below details of the claims process further:

- 6.1 Shipping claims must be filed directly through the Amazon Shipping account for loss or damaged Shipments. All required information must be provided within the Claims Window (60 days from the date of delivery, or in case of loss, from the scheduled date of delivery).
- 6.2 Shippers may only file claims relating to Shipments containing items purchased on the Amazon marketplace after the named receiver for a delivery has been refunded and Amazon has deducted the amount reimbursed to the named receiver from the Shipper's Amazon Seller Central account.
- 6.3 If a claim relates to a Shipment that contains an item purchased outside the Amazon marketplace, Shippers are required to provide proof of the sale price of the item the Shipment contained. Failure to provide sufficient information will result in the claim being automatically rejected.
- 6.4 For all claims, Amazon may require evidence in support of the declared Shipment value and other supporting documentation.

Section 7: Shipping Restrictions

Without liability to the Shipper, to the extent permitted by law, Amazon or its subcontractors, agents or third-party carriers may open, inspect, or scan by any means (e.g., X-ray) any Shipment at any time, at its own option or upon the request of the competent authorities.

Shippers who ship Prohibited Goods will be subject to the Prohibited Goods Fee, other applicable fees or surcharges, and other consequences.

Some Shipments may be fulfilled, at least in part, by USPS. It is the Shipper's responsibility to review and understand all USPS requirements and conditions applicable to the Shipment. For more information regarding such requirements and conditions, please visit www.USPS.com.

Please see the Amazon Shipping Policies for complete information about Prohibited Goods.

Section 8: Dangerous Goods

Please see the Amazon Shipping Policies for complete information about Dangerous Goods.

Shippers may ship only the Permissible Dangerous Goods, which are detailed in the Amazon Shipping Policies.

Shippers are responsible for complying with all relevant packaging, labelling, declaring and marking requirements. Before attempting to ship any Dangerous Goods please consult the Amazon Shipping Policies and the resources available on our help page.

Section 9: Customer Support

Amazon Shipping's dedicated Shipper Support team is available 7 days a week to provide guidance on a range of topics including pick-up scheduling, billing queries, claims issues and support with Shipment tracking. Shippers can contact support by phone and chat from 5am to 11 PM (Pacific Time) and by email 24 hours a day, 7 days a week, each through the "contact us" page on your Amazon Shipping account.

Exhibit A: Surcharge Area Zip Codes

A list of the zip codes to which Delivery Area Surcharge (DAS), Extended Delivery Area Surcharge (EDAS) and Remote Area Surcharge (RAS), are applied can be found [here](#).