amazon shipping

Service Guide

EFFECTIVE: January 5, 2027



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1. Our Service

Amazon Shipping offers a fast, affordable shipping service with delivery you can count on. We operate 7 days a week, available to eligible shippers in the contiguous United States. Once onboarded, you can use Amazon Shipping to fulfill customer orders across your sales channels, including your e-commerce website, Amazon. com, and other marketplaces.

You can purchase shipping labels directly through Shipper Central, the Buy Shipping feature in Seller Central, or through a variety of other channels including approved ecommerce solutions. You can also integrate directly into your own systems using the Amazon Shipping API. *Please note: not all features and capabilities of the Amazon Shipping service described in this Service Guide are available when purchasing labels outside of Shipper Central or the Amazon Shipping API. Similarly, merchant rating protection features available for shipping labels purchased through Buy Shipping may not be available for labels purchased through other channels, including Shipper Central.*

Once your shipments are ready, schedule a time for us to pick them up or simply take them to one of our available drop-off locations. This Service Guide provides an overview of the services we offer and the requirements for shipping with us. It supplements the Amazon Shipping Terms and Conditions, which apply to you and all packages you ship with us.

2. Customer Support

Our dedicated Shipper Support team is available through Shipper Central to provide guidance on a range of topics, including pick-up scheduling, billing queries, claims issues and support with shipment tracking. You can contact support by phone and chat from 5 am to 11 pm Pacific Time and by email 24 hours a day, 7 days a week, each through the “contact us” page on your Shipper Central account. If you do not have a Shipper Central account, you can contact the authorized ecommerce solution where you purchased your labels for support.

3. Shipping Fees and List Rates

Overview

Your Shipping Fees are your total shipping costs consist of two components: the Base Shipping Fee and any additional fees. These may be different from those listed in this Service Guide if you have negotiated custom pricing (which will be available as a Custom Price Proposal in Shipper Central) or are purchasing your shipping labels outside of Shipper Central (if different, the rates listed on that channel will apply).

We calculate the **Base Shipping Fee** by determining the Billable Weight for each package and then applying the corresponding List Rates:

- The **Billable Weight** is the greater of (i) actual weight and (ii) dimensional weight, which is calculated based on actual package volume and your dimensional divisor. *Note: Billable Weight is always rounded up to the nearest pound.*
- The **List Rates** are the applicable minimum fees for each shipment and are calculated by distance (the Zone) and the Billable Weight. See page 6 for our current List Rates and zones.

Additional Fees are fees, including surcharges or special handling fees, that apply in specific circumstances and are in addition to the Base Shipping Fee. See Section 4 for a list of Additional Fees that may apply.

Zones are based on the distance from the origin and destination zip code prefixes (the first three digits of the zip code). To find the zones for your shipments, download the zone chart for your origin zip code in Shipper Central at the Shipping rates section of Shipper Central. Please note that if you ship from more than one location, you will need to download a zone chart for each origin zip code.

Zone assignments are subject to change. The Zone in effect when a Shipment is tendered applies.

Note: All zones exclude shipments to or from AK, HI, PR, and US Territories. Amazon Shipping does not currently deliver to any location outside of the contiguous United States.

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List Rates (subject to change). The table below details Amazon Shipping's current List Rates by zone.

	CURRENT LIST RATES						
Billable weight	**Zone 2**	**Zone 3**	**Zone 4**	**Zone 5**	**Zone 6**	**Zone 7**	**Zone 8**
≤ 1 lb	$12.70	$12.98	$14.12	$14.91	$15.41	$15.74	$16.02
≤ 2 lbs	$13.59	$14.98	$16.33	$16.68	$17.40	$18.22	$18.53
≤ 3 lbs	$14.14	$15.77	$17.03	$17.90	$18.63	$19.43	$20.39
≤ 4 lbs	$14.55	$15.87	$17.73	$18.88	$19.40	$20.87	$21.85
≤ 5 lbs	$14.95	$16.60	$18.17	$19.73	$20.51	$21.84	$23.14
≤ 6 lbs	$14.98	$16.63	$18.21	$19.77	$20.52	$21.85	$23.15
≤ 7 lbs	$15.82	$17.01	$18.69	$20.40	$20.89	$22.43	$24.01
≤ 8 lbs	$16.28	$17.62	$19.33	$20.98	$21.73	$23.34	$25.07
≤ 9 lbs	$16.53	$17.87	$19.43	$21.16	$22.20	$24.31	$26.40
≤ 10 lbs	$16.75	$18.06	$19.62	$21.75	$22.45	$25.46	$28.14
≤ 11 lbs	$17.99	$18.71	$20.61	$22.35	$23.72	$28.07	$30.21
≤ 12 lbs	$18.28	$19.51	$20.81	$22.67	$24.55	$29.20	$31.63
≤ 13 lbs	$18.29	$19.59	$21.06	$23.10	$25.30	$30.99	$33.37
≤ 14 lbs	$19.05	$20.12	$21.27	$23.67	$26.80	$33.19	$35.95
≤ 15 lbs	$19.06	$20.57	$21.57	$24.51	$28.27	$33.91	$37.42
≤ 16 lbs	$19.55	$21.16	$21.96	$24.93	$28.90	$35.71	$39.28
≤ 17 lbs	$19.69	$21.60	$22.19	$25.63	$30.42	$37.89	$39.38
≤ 18 lbs	$19.89	$21.89	$22.44	$26.87	$31.70	$38.65	$42.36
≤ 19 lbs	$20.43	$22.95	$23.65	$28.14	$32.95	$39.83	$44.39
≤ 20 lbs	$20.58	$23.14	$23.77	$29.02	$33.75	$41.69	$46.00
≤ 21 lbs	$21.13	$23.82	$24.57	$29.03	$34.80	$42.45	$47.42
≤ 22 lbs	$21.19	$24.06	$25.24	$29.84	$36.23	$43.60	$49.03
≤ 23 lbs	$21.47	$24.52	$26.28	$30.69	$37.59	$45.08	$51.45
≤ 24 lbs	$22.06	$25.51	$27.12	$32.33	$39.38	$46.59	$54.40
≤ 25 lbs	$22.13	$25.52	$27.25	$32.95	$40.52	$49.16	$56.07
≤ 26 lbs	$22.98	$26.23	$28.39	$34.29	$42.00	$51.17	$58.40
≤ 27 lbs	$23.62	$26.86	$28.96	$34.53	$43.70	$52.12	$58.82
≤ 28 lbs	$24.17	$27.50	$30.30	$36.56	$45.83	$54.45	$61.64
≤ 29 lbs	$24.23	$28.03	$30.57	$36.84	$47.14	$55.69	$63.29
≤ 30 lbs	$24.47	$28.69	$31.73	$38.01	$47.90	$55.98	$65.30
≤ 31 lbs	$25.28	$29.34	$32.38	$38.50	$48.83	$57.50	$67.39
≤ 32 lbs	$25.29	$29.35	$32.39	$38.51	$48.84	$57.51	$68.13
≤ 33 lbs	$25.44	$29.78	$33.84	$40.31	$51.92	$59.41	$69.97
≤ 34 lbs	$25.59	$30.45	$34.92	$41.73	$51.93	$61.19	$73.32
≤ 35 lbs	$26.07	$32.06	$36.07	$42.73	$52.81	$62.76	$73.85
≤ 36 lbs	$26.45	$32.07	$36.36	$43.78	$55.03	$64.90	$76.75
≤ 37 lbs	$26.85	$32.51	$36.74	$44.75	$55.27	$67.00	$77.50
≤ 38 lbs	$27.27	$33.00	$37.91	$45.83	$56.52	$67.26	$78.95
≤ 39 lbs	$28.19	$34.29	$39.53	$47.24	$59.09	$69.91	$80.56
≤ 40 lbs	$28.21	$34.42	$39.54	$47.26	$59.16	$69.92	$80.59
≤ 41 lbs	$28.84	$35.91	$40.69	$48.94	$61.63	$72.08	$83.63

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	CURRENT LIST RATES						
Billable weight	**Zone 2**	**Zone 3**	**Zone 4**	**Zone 5**	**Zone 6**	**Zone 7**	**Zone 8**
≤ 42 lbs	$28.85	$36.03	$42.27	$49.10	$61.91	$73.30	$84.05
≤ 43 lbs	$29.41	$36.55	$42.34	$51.60	$65.27	$75.97	$86.34
≤ 44 lbs	$29.80	$37.10	$43.43	$52.53	$65.64	$78.32	$87.23
≤ 45 lbs	$29.86	$37.11	$43.44	$52.54	$65.67	$79.85	$87.85
≤ 46 lbs	$30.63	$37.50	$44.82	$53.54	$67.40	$80.71	$90.18
≤ 47 lbs	$30.64	$38.34	$45.54	$53.91	$68.32	$82.28	$91.64
≤ 48 lbs	$30.66	$38.35	$46.07	$55.86	$69.33	$83.04	$93.09
≤ 49 lbs	$30.67	$38.36	$46.08	$55.87	$69.85	$84.70	$93.64
≤ 50 lbs	$30.68	$38.37	$46.10	$55.92	$70.45	$85.44	$94.95
≤ 51 lbs	$31.16	$38.98	$46.86	$56.83	$72.15	$87.32	$98.07
≤ 52 lbs	$31.17	$38.99	$46.88	$56.86	$72.16	$87.34	$98.08
≤ 53 lbs	$31.18	$39.00	$46.90	$57.42	$72.17	$87.35	$99.03
≤ 54 lbs	$31.19	$39.01	$46.96	$57.53	$72.19	$87.36	$99.04
≤ 55 lbs	$31.20	$39.02	$46.97	$57.54	$72.21	$87.37	$99.06
≤ 56 lbs	$31.22	$39.04	$46.98	$57.55	$72.23	$87.39	$100.30
≤ 57 lbs	$31.79	$39.24	$47.00	$59.27	$72.25	$87.42	$101.31
≤ 58 lbs	$31.81	$39.25	$47.03	$59.29	$72.26	$87.43	$102.21
≤ 59 lbs	$31.83	$39.28	$47.34	$59.32	$72.77	$87.45	$103.91
≤ 60 lbs	$32.70	$40.81	$48.16	$61.42	$74.12	$87.75	$104.54
≤ 61 lbs	$32.71	$40.92	$48.63	$61.56	$74.13	$87.76	$104.55
≤ 62 lbs	$34.06	$43.84	$49.41	$63.30	$75.26	$89.11	$105.83
≤ 63 lbs	$34.07	$43.85	$49.89	$63.34	$75.78	$89.85	$106.47
≤ 64 lbs	$34.97	$43.87	$50.71	$63.35	$76.33	$89.86	$107.12
≤ 65 lbs	$35.35	$45.04	$50.72	$63.36	$76.98	$90.07	$107.29
≤ 66 lbs	$35.53	$45.47	$50.73	$63.37	$77.05	$90.35	$107.75
≤ 67 lbs	$35.55	$45.51	$50.74	$63.49	$77.64	$90.79	$108.77
≤ 68 lbs	$35.96	$46.34	$53.82	$64.93	$78.79	$92.17	$108.78
≤ 69 lbs	$36.70	$46.78	$54.35	$65.40	$79.20	$92.18	$109.35
≤ 70 lbs	$36.87	$47.44	$55.53	$68.54	$80.79	$92.19	$110.29
≤ 71 lbs	$36.89	$47.45	$56.39	$68.55	$81.32	$93.69	$110.32
≤ 72 lbs	$37.95	$47.46	$57.58	$68.58	$82.67	$97.68	$110.49
≤ 73 lbs	$38.19	$47.91	$57.59	$69.59	$83.55	$97.85	$110.50
≤ 74 lbs	$39.20	$47.92	$57.60	$69.61	$84.83	$97.86	$110.52
≤ 75 lbs	$40.65	$47.95	$57.61	$70.16	$84.84	$98.85	$110.53
≤ 76 lbs	$43.79	$50.64	$57.99	$71.23	$86.72	$100.45	$111.56
≤ 77 lbs	$45.51	$51.37	$58.65	$71.55	$87.22	$103.32	$111.57
≤ 78 lbs	$45.55	$53.30	$60.37	$72.31	$87.77	$104.09	$111.59
≤ 79 lbs	$47.60	$55.51	$61.88	$73.46	$89.61	$105.70	$113.41
≤ 80 lbs	$48.89	$56.58	$62.15	$75.20	$91.10	$107.16	$114.29
≤ 81 lbs	$50.09	$57.03	$63.66	$75.71	$92.28	$107.80	$114.67
≤ 82 lbs	$51.72	$58.42	$66.54	$77.64	$92.52	$110.60	$114.69
≤ 83 lbs	$51.73	$58.43	$66.56	$77.65	$92.80	$110.61	$114.71
≤ 84 lbs	$53.79	$60.76	$68.49	$78.41	$95.08	$111.92	$115.58
≤ 85 lbs	$55.22	$60.77	$68.53	$79.67	$95.65	$113.13	$116.83

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	CURRENT LIST RATES						
Billable weight	**Zone 2**	**Zone 3**	**Zone 4**	**Zone 5**	**Zone 6**	**Zone 7**	**Zone 8**
≤ 86 lbs	$57.24	$64.13	$71.22	$81.17	$97.70	$116.32	$120.41
≤ 87 lbs	$58.42	$64.17	$71.23	$81.18	$98.99	$116.42	$120.60
≤ 88 lbs	$60.84	$65.60	$73.47	$83.80	$99.35	$116.54	$121.93
≤ 89 lbs	$63.57	$67.43	$74.90	$84.07	$101.51	$117.73	$124.48
≤ 90 lbs	$67.46	$70.35	$78.15	$86.53	$102.95	$120.46	$126.94
≤ 91 lbs	$67.47	$70.36	$78.16	$86.54	$102.96	$120.47	$126.95
≤ 92 lbs	$68.98	$71.03	$78.58	$87.38	$104.21	$120.49	$127.32
≤ 93 lbs	$69.86	$71.70	$80.06	$87.39	$104.24	$120.51	$127.33
≤ 94 lbs	$70.22	$73.59	$80.46	$88.52	$106.43	$120.54	$129.86
≤ 95 lbs	$71.18	$74.26	$81.00	$89.72	$106.75	$120.95	$131.26
≤ 96 lbs	$73.46	$74.73	$83.95	$90.71	$106.76	$120.96	$132.56
≤ 97 lbs	$75.86	$77.66	$85.17	$92.17	$109.06	$122.69	$135.17
≤ 98 lbs	$76.88	$78.17	$85.18	$93.24	$110.29	$122.71	$135.18
≤ 99 lbs	$77.93	$78.63	$86.75	$94.42	$110.53	$123.94	$136.55
≤ 100 lbs	$79.24	$79.96	$87.59	$94.93	$111.74	$124.03	$136.64
≤ 101 lbs	$79.79	$80.73	$87.62	$95.83	$112.81	$125.20	$137.90
≤ 102 lbs	$80.55	$80.74	$88.44	$95.85	$112.82	$125.21	$137.91
≤ 103 lbs	$81.61	$82.75	$90.27	$96.41	$113.10	$125.22	$137.92
≤ 104 lbs	$81.63	$82.76	$90.49	$96.51	$113.11	$125.23	$137.93
≤ 105 lbs	$84.55	$85.20	$92.42	$99.45	$115.92	$128.14	$141.33
≤ 106 lbs	$85.13	$85.21	$92.43	$99.46	$115.93	$128.16	$141.34
≤ 107 lbs	$85.58	$86.40	$93.66	$100.53	$115.94	$129.12	$142.45
≤ 108 lbs	$86.80	$87.35	$94.56	$100.54	$116.97	$129.13	$142.47
≤ 109 lbs	$89.42	$89.44	$95.73	$102.48	$117.99	$131.44	$145.06
≤ 110 lbs	$90.96	$91.59	$97.76	$104.46	$121.26	$133.90	$147.75
≤ 111 lbs	$90.97	$91.72	$99.91	$105.47	$121.27	$134.85	$149.50
≤ 112 lbs	$92.04	$93.62	$99.92	$105.48	$122.23	$134.86	$149.51
≤ 113 lbs	$92.05	$93.63	$101.02	$106.45	$122.25	$134.87	$150.80
≤ 114 lbs	$93.02	$95.63	$103.13	$108.53	$125.49	$138.25	$153.20
≤ 115 lbs	$95.85	$97.07	$103.16	$109.84	$125.51	$139.57	$153.27
≤ 116 lbs	$95.86	$97.08	$104.43	$109.86	$127.34	$141.32	$155.65
≤ 117 lbs	$95.95	$98.01	$105.42	$111.33	$127.36	$141.33	$156.66
≤ 118 lbs	$96.98	$99.17	$105.52	$111.66	$128.29	$141.34	$159.34
≤ 119 lbs	$99.86	$101.20	$108.65	$113.35	$128.30	$142.45	$159.35
≤ 120 lbs	$102.58	$102.65	$108.81	$114.12	$130.54	$144.32	$159.36
≤ 121 lbs	$102.59	$102.67	$108.82	$114.14	$131.37	$144.34	$159.37
≤ 122 lbs	$102.60	$104.65	$109.90	$115.17	$132.40	$146.61	$162.17
≤ 123 lbs	$103.52	$104.75	$113.19	$118.32	$133.43	$149.31	$164.39
≤ 124 lbs	$103.53	$105.79	$114.38	$118.33	$134.31	$149.32	$164.40
≤ 125 lbs	$104.52	$105.80	$114.39	$118.34	$134.32	$149.33	$164.41
≤ 126 lbs	$106.61	$106.83	$115.56	$118.35	$135.12	$149.34	$170.21
≤ 127 lbs	$106.62	$108.67	$117.80	$121.04	$138.20	$152.04	$170.22
≤ 128 lbs	$107.62	$108.69	$117.81	$121.06	$138.21	$152.05	$171.13
≤ 129 lbs	$109.67	$110.09	$117.85	$121.89	$138.22	$152.07	$172.78

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	CURRENT LIST RATES						
Billable weight	**Zone 2**	**Zone 3**	**Zone 4**	**Zone 5**	**Zone 6**	**Zone 7**	**Zone 8**
≤ 130 lbs	$110.10	$110.12	$118.91	$121.90	$139.22	$154.04	$176.74
≤ 131 lbs	$110.70	$111.84	$121.17	$123.88	$141.27	$155.50	$177.55
≤ 132 lbs	$111.87	$111.88	$121.18	$124.71	$141.28	$155.51	$177.56
≤ 133 lbs	$112.82	$113.12	$121.20	$124.72	$142.01	$155.52	$177.57
≤ 134 lbs	$114.93	$115.06	$123.58	$126.96	$144.46	$158.07	$177.59
≤ 135 lbs	$115.80	$117.33	$125.84	$129.21	$146.24	$158.91	$178.46
≤ 136 lbs	$116.65	$117.34	$126.69	$130.34	$146.26	$161.37	$179.68
≤ 137 lbs	$116.67	$117.63	$130.04	$131.30	$146.27	$161.38	$179.69
≤ 138 lbs	$118.84	$120.62	$130.67	$132.38	$149.26	$162.75	$184.62
≤ 139 lbs	$121.05	$121.06	$130.71	$132.40	$149.29	$165.78	$184.66
≤ 140 lbs	$122.06	$123.00	$132.00	$134.47	$150.88	$165.79	$184.67
≤ 141 lbs	$122.07	$123.01	$133.15	$134.49	$150.89	$165.80	$186.42
≤ 142 lbs	$123.63	$123.64	$134.33	$136.64	$153.14	$166.55	$186.43
≤ 143 lbs	$123.64	$123.65	$134.34	$136.65	$153.15	$166.56	$186.44
≤ 144 lbs	$127.13	$128.84	$138.27	$140.93	$157.23	$172.48	$192.95
≤ 145 lbs	$127.14	$130.14	$138.28	$140.94	$159.58	$172.86	$192.97
≤ 146 lbs	$127.15	$130.15	$138.29	$140.95	$159.59	$172.87	$192.98
≤ 147 lbs	$128.69	$131.43	$140.73	$142.37	$160.73	$172.88	$194.76
≤ 148 lbs	$128.70	$132.21	$140.90	$142.38	$160.74	$172.89	$194.77
≤ 149 lbs	$128.71	$132.22	$142.83	$144.61	$161.28	$174.53	$196.62
≤ 150 lbs	$129.94	$133.47	$144.19	$148.05	$162.80	$176.19	$198.48

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You are required to provide the weight and dimensions for each shipment, as well whether it contains Dangerous Goods in compliance with our requirements. We use this information to determine whether we can accept a package, to calculate the appropriate Shipping Fees, and to identify appropriate ship methods. We may examine, re-weigh, or re-measure any shipment to confirm the information you provide. If we determine that the actual weight or dimensions are greater than you declared, we may adjust the Shipping Fees (including Additional Fees) in accordance with our measurements or refuse to carry the shipment.

We understand that predictability in your shipping costs is important. We periodically review the Shipping Fees in this Service Guide and may update them from time to time. Updates to the Service Guide will be posted at ship.amazon.com/service-guide and will also be available through Shipper Central. We may also modify your Custom Price Proposal (if available) if your shipping profile deviates from information submitted to us during the on-boarding process or as otherwise stated in your proposal.

4. Additional Fees

We apply the Additional Fees described in this section if the specific circumstances noted below for the applicable Additional Fee apply. If a shipment meets the criteria for the Non-Standard, Additional Handling, Large Package, or Extra Package Fees, we will only charge the highest applicable fee and not charge the lower value fees.

Note: Additional Fees may apply to Shipments that are returned or destroyed, not only those that are successfully delivered.

4.1 Fuel Surcharge

This surcharge updates weekly on each Sunday and is based on fluctuations in US Average Diesel Fuel Price.[1]

National US Average on Highway Diesel Fuel Price (USD$/gallon)		
At least	**But less than**	**Surcharge**
$3.00	$3.10	**14.50%**
$3.10	$3.20	**14.75%**
$3.20	$3.30	**15.00%**
$3.30	$3.40	**15.25%**
$3.40	$3.50	**15.50%**
$3.50	$3.60	**15.75%**
$3.60	$3.70	**16.00%**
$3.70	$3.80	**16.25%**
$3.80	$3.90	**16.50%**
$3.90	$4.00	**16.75%**
$4.00	$4.10	**17.00%**
$4.10	$4.20	**17.25%**
$4.20	$4.30	**17.50%**
$4.30	$4.40	**17.75%**
$4.40	$4.50	**18.00%**
$4.50	$4.60	**18.25%**
$4.60	$4.70	**18.50%**
$4.70	$4.80	**18.75%**
$4.80	$4.90	**19.00%**
$4.90	$5.00	**19.25%**
$5.00	$5.10	**19.50%**
$5.10	$5.20	**19.75%**
$5.20	$5.30	**20.00%**
$5.30	$5.40	**20.25%**
$5.40	$5.50	**20.50%**
$5.50	$5.60	**20.75%**
$5.60	$5.70	**21.00%**
$5.70	$5.80	**21.25%**
$5.80	$5.90	**21.50%**
$5.90	$6.00	**21.75%**
$6.00	$6.10	**22.00%**
$6.10	$6.20	**22.25%**
$6.20	$6.30	**22.50%**
$6.30	$6.40	**22.75%**
$6.40	$6.50	**23.00%**
$6.50	$6.60	**23.25%**
$6.60	$6.70	**23.50%**

If the fuel price falls outside the range above, the range will extend in $.10 increments, and the Fuel Surcharge will adjust in 0.25% increments. For example, where the US Average Diesel Fuel Price increases to $6.75, the Fuel Surcharge will be 23.75%.

1 Data sourced from the U.S. Department of Energy – Energy Information Administration. Data are refreshed weekly and can be found **here**.

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4.2 Demand Surcharge

This will apply during specific periods of increased demand on the network (e.g., October through December). We will publish specific dates and surcharge calculation details in advance of each such period. Demand Surcharges may increase Base Shipping Fees as well as Additional Fees.

4.3 Destination-Based Surcharges

For certain zip codes that are outside our standard delivery areas, we will apply surcharges. The applicable surcharge will vary by the delivery zip code and the full list of zip codes is available here. No more than one of these destination-based surcharges may apply to any individual shipment:

Surcharge	Flat charge per package
Delivery Area Surcharge*	$4.70
Extended Delivery Area Surcharge**	$6.00
Remote Area Surcharge***	$17.75

* Shipments outside the standard delivery zip codes including rural or less accessible areas, highlands and locations infrequently served.
** Shipment delivered to zip codes more remote than those subject to the Delivery Area Surcharge.
*** Shipment delivered to the most remote zip codes.

4.4 Non-Standard Fee

This applies when a shipment requires additional handling due to its size or exceeds 3 cubic feet in volume (even where it falls within the dimensional limits below). The Non-Standard Fee is calculated by zone and is subject to applicable Demand Surcharges.

	Zones		
Dimensions	**2**	**3-4**	**5+**
Length > 37 inches	$11.65	$12.97	$14.98
Width > 30 inches	$11.65	$12.97	$14.98
Height > 24 inches	$11.65	$12.97	$14.98
Volume > 3 ft³	$11.65	$12.97	$14.98

If a shipment meets one or more of the criteria listed above, we will charge the Non-Standard Fee in the following sequence: length, width, height, volume. For example, if a Shipment triggers a Non-Standard Fee under both the height and the length criteria above, we will charge the Non-Standard Fee for the Length, but not for the Height. A High Cube Surcharge is applied through the Non-Standard Fee, is calculated by zone using the existing Non-Standard Fee rate card, and is subject to applicable Demand Surcharges.

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4.5 Additional Handling Fee

This applies when a shipment requires additional handling due either to its weight or non-standard packaging. We may also charge the Additional Handling Fee when we need to re-package the shipment in order to complete the delivery. The Additional Handling Fee is calculated by zone, as shown below (subject to applicable Demand Surcharges):

	Zones		
	2	3-4	5+
Scale Weight > 50 pounds	$49.50	$54.00	$60.25
Length > 47 inches	$31.75	$35.25	$41.25
Width > 42 inches	$29.26	$32.59	$37.57
Girth > 105 inches	$29.26	$32.59	$37.57
Non-Standard Packaging	$28.50	$33.00	$35.25

If a shipment meets one or more of the criteria listed above, we will charge the Additional Handling Fee once in the following sequence: Scale Weight, Girth, Length, Width, Non-Standard Packaging. For example, if a shipment triggers an

Additional Handling Fee under both the Scale Weight and the Length criteria above, we will charge the Additional Handling Fee for the Scale Weight, but not for the Length.

Non-Standard Packaging is 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 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 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 our sortation system; or
- any other package that we determine is unsuitable for shipping or requires special handling.

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4.6 Large Package Fee

This applies to each shipment exceeding either (i) a girth of 130 inches, or (ii) a length of 96 inches. It is calculated by zone as shown below (subject to applicable Demand Surcharges):

Zones		
2	**3-4**	**5+**
$270.00	$290.00	$345.00

Note: These shipments that exceed these dimensions will be considered to have a minimum Billable Weight of 90 lbs.

4.7 Extra Heavy Package Fee

This applies to each shipment exceeding: (i) a scale weight of 150 pounds, (ii) a girth of 165 inches, or (iii) a length of 108 inches. We have sole discretion to either return these packages to you or dispose of them if it's not practical to return (at your cost). The Extra Heavy Package Fee is subject to applicable Demand Surcharges.

Flat charge per package
$1,975.00

4.8 Address Correction Fee

This 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 shipping label purchase.

Flat charge per package
$27.00

4.9 Shipment Correction Audit Fee

This applies to shipments with under-declared weight and/or dimensions. We may charge this in addition to the Non-Standard, Additional Handling, and Large Package Fees.

Charge per package
Greater of $1.80 per pkg or 12% of shipping fee adjustment

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4.10 Prohibited Goods Fee

This penalty applies to all Shipments containing Prohibited Goods.

Flat charge per package
$300.00

4.11 Scheduled Pick-Up Fee

We will charge this fee for each attempted pick-up made during our normal schedule.

Flat charge per pick-up
$9.70

4.12 Ad Hoc Pick-Up Fee

We will charge this fee for each ad hoc pick-up requested by you outside of the assigned schedule.

Flat charge per pick-up
$9.70

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5. Billing

We may pull your business credit report for the purpose of assessing and applying credit limits to your account. Information on the billing and payment details for your account is available on Shipper Central. If we invoice you in arrears, each invoice will be available to download from your Shipper Central account and will be payable within 15 days of the invoice date. You must raise any dispute regarding your invoice within 3 months of the applicable invoice date, after which it may not be disputed. *Note: If you purchase shipping labels through an approved ecommerce solution, different billing and payment processes may apply*.

We may suspend your ability to purchase shipping labels if you have overdue invoices or if your outstanding balance would exceed the limits we establish for your account. Any overdue invoices will incur interest at the lesser of 1.5% per month, compounded monthly, or the highest rate permitted by law. You are responsible for reimbursing us for all reasonable costs we incur in collecting any overdue amounts, including collection agency fees, legal fees, and administrative expenses.

We may collect past-due payments in any manner permitted by law, including by referring collection to a third-party collection agency or by automatically deducting outstanding balances from your or your affiliates' other accounts with Amazon (for example, a Seller Central account) if your payments are 5 days or more past due.

6. Shipment Preparation, Pick-Up Protocol, and Delivery

1. Purchasing Labels

You can purchase shipping labels directly through Shipper Central, the Buy Shipping feature in Seller Central, or through a variety of other channels including approved ecommerce solutions. You can also integrate directly into your own systems using the Amazon Shipping API. *Please note: not all features and capabilities of the Amazon Shipping service described in this Service Guide are available when purchasing labels outside of Shipper Central or the Amazon Shipping API. Similarly, merchant rating protection features available for shipping labels purchased through Buy Shipping may not be available for labels purchased through other channels, including Shipper Central.*

2. Preparation

Packaging requirements

Your shipments must be packaged properly for safe transport and we may reject packages which do not meet our requirements. Each shipment 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.
- **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). If received into our network, packages will be subject to the Non-Standard, Additional Handling, Large Package, and Extra Heavy Package Fees.
- **Sealed using shipping tape**. String, rope, cellophane tape, or masking tape may not be used to secure the outer packaging.
- **Free from plastic strapping or banding** on the outer packaging, including strapping or banding together separate items or packages, which must be shipped as separate Shipments.
- **Free from shiny or reflective packaging** that may interfere with scanning.
- **Filled completely with a suitable filler** or cushioning material to ensure the shipment stays intact during transit.
- **If it contains sharp objects**, heavy cardboard should be applied around all sharp edges and points to ensure they do not pierce packaging.
- **If it contains liquids**, they should be wrapped and sealed to prevent leakage and surrounded with absorbent material to avoid breakage, which requires, at minimum, packaging such Shipments in both a leak-proof inner liner and a leak-proof outer box.
- **Previously used packaging is acceptable**, provided that it is undamaged and all labels or markings related to the prior shipment have been removed.

Labeling requirements

You must label your shipments in accordance with our requirements and applicable law. We may re-issue all or a portion of the shipping label affixed to the Shipment. Our requirements include:

- **Shipping label stock**, onto which each shipping label that you purchase is printed on, must be peel-off thermal labels that are 4 inches x 6 inches and do not contain any third-party markings. The details for each shipping label must be printed in black ink on a plain white background, entirely within the borders of the label. You may not modify or include additional identifiers on the shipping label without our prior written approval.

- **Place the shipping label**, along with any other required labels and markings, on a single surface, preferably the largest surface away from the edges. Remove any outdated labels from the packaging before applying a shipping label.
- **When you place an order for one shipment**, you can only purchase one shipping label. You may not use the same Shipment ID or shipping label on multiple Shipments.
- **Indicate fragile contents or Dangerous Goods**, using appropriate labels or markings. Ensure you are complying with the specific requirements in the Dangerous Goods Shipping Guide.

Palletization requirements

You may be asked to palletize your Shipments if the shipment volume or mix is unsuitable for a loose load pick-up. If asked to palletize, you must supply your own pallets and follow these requirements:

- **Pallets must be in good condition** and not exceed 48 inches in length; 77 inches in height (including the pallet height), or 2,000 pounds in gross weight (including pallet weight).
- **Pallets must be shrink wrapped**.
- **Pallets may only contain packages with Amazon shipping labels**.
- **Pallets must be assembled with heavier items at the bottom** and lighter items at the top to ensure stability and safety.
- **Shipping labels and any required labels or markings must be 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.

6.3 Pick-Up Protocol

Pickup windows

We will communicate your scheduled pick-up window(s) to you in Shipper Central or via email. Ensure your shipments are ready by the start of the pick-up window and separated from those for pick-up by other shipping service providers. If you will be closed or need to cancel for any other reason, you must cancel your pickup via Shipper Central or other channels authorized by Amazon at least 8 days in advance to avoid being charged the Scheduled Pick-Up Fee or Ad Hoc Pick-Up Fee.

Parking and loading

You must provide a suitable parking and loading area for the scheduled vehicle type within 50 yards of the pick-up location. The loading area must have adequate lighting and be at ground level with packages placed in a way that ensures safe loading. During loading, the loading area must be free from vehicle movements and other similar safety risks. Ensure that your representative is present during loading. The driver will determine if the vehicle is at maximum capacity. If the driver indicates the vehicle is at maximum capacity and they are unable to pick up all of your packages, please contact Shipper Support to schedule another pickup.

Moving pickup locations

If you are moving your regular pick-up locations, you must notify us at least 4 weeks in advance to determine if we can provide a pick-up service at the new location. We will notify you if we are unable to service your new location.

Tendering Incorrect Packages

In the event you tender to us packages that are intended for another service provider, we will have no such responsibility for such packages and will treat them as undeliverable shipments per Section 6.4 below. We may, but are under no obligation to, transfer the packages to the service provider you originally intended to tender them to.

Cancelled Packages

In the event you tender to us cancelled packages, or cancel a package after you have already tendered it to us, we will have no such responsibility for such packages and will treat them as undeliverable shipments per Section 6.4 below. We may, but are under no obligation to, deliver the packages to the end recipient.

Receipt

We will issue a receipt after we process the shipment for delivery, which may occur at pickup or at a consolidation point. You can find receipts in the tracking information on Shipper Central. For pallets with multiple parcel shipments, receipts will identify each individual parcel. A pallet scan at the time of pickup does not constitute receipt of any individual shipment.

Bill of Lading

If your pick-up is scheduled with a 26ft box truck or 53ft trailer, then you will be responsible for providing a completed Bill of Lading ensuring that the Vehicle ID (VRID) on the Bill of Lading matches the Vehicle ID (VRID of your scheduled vehicle. While we aim to deliver your shipments by the estimated delivery date we provide, delivery times are estimates and occasional delays may occur due to weather, high demand, or other unforeseen circumstances.

Drop Trailer Requirements

You may elect, subject to our approval, to participate in the Drop Trailer Model pickup program, under which we will arrange for a trailer to be dropped at your warehouse loading bay, which your personnel will pre-load with your packages. The trailer will remain in your custody until it is ready to be picked up by an Amazon Shipping driver and replaced with an empty trailer. We may modify or stop the program at one or more of your warehouse locations at any time and for any reason.

If you participate in this program, you must ensure that you and your personnel comply with any requirements we provide, including the proper loading and securing of packages within a trailer. You are responsible for the safety of your personnel and will train them on the safe and proper loading of the trailers and handling of equipment. You are responsible for your packages and the trailer from the time it is dropped off to the time it is picked up by our designated driver. You will secure the trailer and any shipments stored in it and maintain insurance appropriate to your responsibilities. Your shipments will not be considered tendered to Amazon until they are picked up and received, and retrieval of the trailer by an Amazon Shipping driver does not mean that such shipments have been received by us as undamaged. After we process your shipment, we will issue a receipt.

6.4 Undeliverable Shipments

A Shipment will be considered undeliverable if:

- The recipient's address is incomplete, illegible, incorrect or cannot be located;
- The recipient fails or refuses to accept delivery of the shipment or we are unable to deliver such shipment to a safe location;
- The shipment would likely cause damage or delay to other shipments or cause injury to persons;
- The shipment contains Prohibited Goods or is otherwise not in compliance with the Terms or this Service Guide, including the Dangerous Goods Requirements, if applicable;
- The contents or packaging of the shipment are damaged to the extent that re-packaging is not feasible;
- The shipment is detained or is prohibited by a government authority from being transported; or
- You tender a cancelled shipment as described in Section 6.3.

We may return undeliverable shipments to you or dispose of them in accordance with applicable law, and you will be responsible for both of these costs.

6.5 Delivery

Our delivery obligation will be completed when we leave the shipment: (a) with the recipient or any other person at the address indicated on the shipping label, (b) at the exterior of the recipient's address, or (c) at an Amazon Locker or pick-up point as designated by the recipient. We may rely on the instructions given by the recipient regarding updates to the delivery information.

We may use an electronic device to obtain proof of delivery and can rely on a printed copy of the same as evidence of delivery in good condition.

7. Shipping Restrictions

1. General

To the maximum extent permitted by law, we or our subcontractors, agents or third-party carriers may open, inspect, or scan by any means (e.g., X-ray) any shipment at any time, at our own option or upon the request of the competent authorities.

Some shipments may be fulfilled, at least in part, by the United States Postal Service (USPS). It is your responsibility to review and understand all USPS requirements and conditions applicable to the shipment. For more information regarding such requirements and conditions, please visit USPS.com.

With the exception of shipments containing Prohibited Goods, we will carry shipments containing perishable or temperature sensitive goods but will not provide any special handling and will not be responsible for damage due to delay or temperature control issues.

2. Prohibited Goods

You are not allowed to ship the following items with Amazon Shipping ("*Prohibited Goods*"):

- **Dangerous Goods**, except as expressly stated in Section 7.3 of this Service Guide. "*Dangerous Goods*" are all goods classified as hazardous material, dangerous goods, prohibited goods, or banned or restricted articles by any of (1) the United States Department of Transportation Hazardous Materials Regulations, (2) the International Air Transport Association Dangerous Goods Regulations, (3) the International Maritime Dangerous Goods code, (4) the USPS, or (5) any applicable government department or other relevant organization.
- **Items not permitted for sale and/or transportation** by applicable local, state, or federal law, regulation, ordinance, rule or restriction, including without limitation counterfeit goods, controlled substances, illegal drugs and narcotics, and weapons.
- **Age-restricted goods** or goods requiring age verification or signature on delivery, including without limitation alcohol and tobacco products.
- **Items that require specific conditions for transport and storage**, including without limitation frozen or chilled foods, plants, and live animals (including insects and animal embryos).
- **Items that USPS has indicated in its published materials are nonmailable**, prohibited, require special handling, are subject to restrictions as to who may receive them through the mail, or which are only permitted within specific USPS ship methods or services.
- **Any of the following**: (1) bullion; (2) money and/or coins of every description; (3) bearer form negotiable instruments, share certificates and blank shares, contracts, deeds, lottery tickets, vouchers, stamps, duty stamps and any other documents negotiable or equivalent as cash; (4) Precious Metals, Precious Stones and Semi-precious Stones or items that are made from or which may include the them; (5) firearms and ammunition; (6) pornography; (7) parcels or packages that are wet, leaking or emit an odor of any kind; (8) parcels or packages containing frozen water or dry ice; (9) water-based paints, wood varnishes and enamels with a volume greater than 150ml per item; (10) explosives, fireworks and other items of an incendiary or flammable nature including flammable solids such as matches or combustible liquids; (11) compressed gasses flammable or non-flammable with an absolute pressure exceeding 40 psi at 68°F; (12) oxidizers, liquid or solid corrosives; (13) poisons, irritants, controlled substances and drug paraphernalia; (14) tires; (15) household waste; (16) carbon black; (17) etiological agents and biological agents; (18) fur and fur pelt; (19) hazardous chemicals; (20) items which by

their nature are likely to soil, impair or damage persons, merchandise or equipment; or (21) any other items which at our discretion we decide cannot be carried entirely or through the specific ship method.

Shipment received into our network that are found to contain Prohibited Goods will be subject to the Prohibited Goods Fee, other applicable Additional Fees, and other consequences, as determined by us. You are solely responsible for complying with the requirements in the Dangerous Goods Shipping Guide.

7.3 Permissible Dangerous Goods

You are permitted to ship the following subset of Dangerous Goods if you comply with all applicable requirements including those in the Dangerous Goods Shipping Guide:

Limited Quantities			
Class*	**Division***	**Name**	**Permissible UN IDs**
2	2.1	Flammable gasses	UN1950
2	2.1	Non-flammable, non-toxic gases	UN1950 UN2037 UN1956
3	-	Flammable liquids	UN1090 UN1120 UN1123 UN1130 UN1169 UN1170 UN1173 UN1197 UN1213 UN1266 UN1272 UN1993 UN2046 UN2052 UN2319 UN2541 UN2924 UN3271 UN3272
Lithium Ion and Lithium Metal Batteries			
9	-	Miscellaneous dangerous substances**	UN3481 UN3091

* Classes and Divisions are in reference to 49 CFR 173 and in USPS Publication 52, Sections 3.34.342, 3.34.343, and 3.34.349.
** Must be in or within products within Class 9.

Additional Packaging Requirements for Dangerous Goods

- You agree to comply with all applicable laws and regulations in effect at the time of handing off the shipment to us for delivery to the customer, including 49 CFR Subtitle B and USPS Publication 52, and all other applicable local, state and federal laws, regulations, ordinances, rules and restrictions.
- You may not use poly mailers, jiffy bags, or padded envelopes to ship any of the permissible Dangerous Goods or ship permissible Dangerous Goods in the manufacturer's own packaging (known as "*Ships In Own Container*" (SIOC)).
- You are solely responsible for properly classifying, marking, packing (including using and providing compliant packaging materials), declaring and labeling the shipment before handing it off to us for delivery to the recipient.

Shipping Information

- You will declare shipments containing permissible Dangerous Goods during the shipping label purchase process by providing the UN ID and any other required information. Upon our request, but no later than ten (10) hours after our request, you will provide any additional information we request pertaining to the classification, hazards, regulatory, and amounts of permissible Dangerous Goods you have shipped with Amazon Shipping, including all Shipping Documents. References to "*Shipping Documents*" in these Dangerous Goods Requirements are to the BOL, receipt, Safety Data Sheet, Material Safety Data Sheet, Battery Test Summary (BTS), State of Charge (Soc) compliance declaration, or similar document accompanying your Shipment and describing your goods and delivery details.

- You are responsible for preventing any packages containing Permissible Dangerous Goods being shipped to the restricted zip codes detailed our Dangerous Goods Shipping Guide. You agree to not offer or tender to us shipments containing Permissible Dangerous Goods to a customer who resides within the restricted zip codes.

- In the event we determine that any Shipment containing permissible Dangerous Goods received from you is no longer suitable for ground delivery, we may refuse to carry the shipment. We will make reasonable attempts to return the shipment to you and reserve the right to dispose of the shipment and to charge you for the cost of disposal.

You represent, warrant, and agree that all of your employees and contractors involved in preparing shipment(s) containing permissible Dangerous Goods have been properly trained and, where applicable, certified, under the regulatory requirements found at 49 CFR Part 172 and all other applicable local, state and federal laws, regulations, ordinances, rules, and restrictions. If you fail to train and, where applicable, certify employees and contractors for preparing a shipment containing permissible Dangerous Goods for transport you may be subject to regulatory fines and/or penalties, as well as other claims.

8. Claims

You may only submit claims for shipments that are lost or damaged within the Amazon Shipping network. You will submit such claims directly via your Shipper Central account. The following details the claims process further:

- You must directly file shipping claims through the Amazon Shipping account from which you shipped the lost or damaged Shipments. You must provide all required information within the claims window (i.e., 60 days from the date of delivery, or in the case of loss, from the scheduled date of delivery).
- For Shipments of Amazon marketplace orders, you may only file a claim after you have refunded the recipient and we have deducted the amount reimbursed to the recipient from your Amazon Seller Central account.
- For Shipments unrelated to Amazon marketplace orders, you must provide proof of the sale price of the item the Shipment contained and any other information that we request to support the claim. We presume that the amount of that sale price includes the value of the Shipping Fees. We may ask for additional information supporting your claims, including but not limited to evidence that you have refunded your recipient for the price of the item the Shipment contained. If you fail to provide sufficient information, we will automatically reject your claim.
- For all claims, we may require evidence in support of the declared shipment value and other supporting documentation.

Note: If you purchase shipping labels through an approved ecommerce solution, a different claims processes may apply.

9. Closing Your Amazon Shipping Account

If you plan to suspend or discontinue use of the Amazon Shipping services, you should inform us via the Contact Us form in Shipper Central. Please ensure that the returns address in your account is correct. When packages can't be delivered, we may choose to either send them back to you or dispose of them. Any costs for return shipping or disposal will be charged to your account.

10. Additional Service Resources

For more information on how to navigate and get the best out of the Amazon Shipping service, check out the additional resources.

Dangerous Goods Shipping Guide

Dangerous Goods Identification Guide

Drop Trailer Shipper Guidance

Frequently Asked Questions

amazon shipping

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