FBA lost and damaged inventory reimbursement policy

On this page, you will learn about reimbursement policy and how we calculate reimbursement amounts.

Attention: Discover more tools and programmes to help improve FBA profitability on the FBA seller success page and learn top tips from experts by exploring our tutorials on FBA topics and our library of recorded FBA webinars.

If an item you send to us as part of the Fulfilment by Amazon (FBA) service is lost or damaged at a facility or by a carrier operated by Amazon or on behalf of Amazon, we will replace that item with a new item of the same FNSKU or we will reimburse you for it.

Eligibility

For an item to be eligible under this policy, all of the following must be true:

- The item is registered in FBA at the time it is lost or damaged.
- The item complies with FBA product restrictions and with FBA inventory requirements.
- You have sent us the exact items and quantities stated in your shipping plan.
- The item is not pending disposal or was not disposed of at your request or because we have exercised a right to do so.
- The item is not defective and was not damaged by a customer.
- Your selling account is in normal status when you file a claim for a lost or damaged item.

Note: Amazon does not reimburse for customer returns with conditions such as, damaged box or packaging; missing factory seal; missing packaging, tape or shipping label over box; and different box.

Claims

If your item is eligible under this policy and we haven't already reimbursed you, you can file a reimbursement claim. The process to a file a claim varies depending on where in the fulfilment process your item is lost or damaged.

- Shipment to Amazon
- Fulfilment centre operations
- FBA customer returns
- Removals

Important: You must follow the applicable process described on the pages linked above and provide all requested information when you file a claim. Amazon may decline your claim if you do not.

Reimbursements

If we determine that your reimbursement claim is valid, we will replace the lost or damaged item with a new item of the same FNSKU or we will reimburse you for it.

If a reimbursement was made in error, or if a reimbursed item is later found and returned to your inventory, Amazon reserves the right to reverse the reimbursement credit that was applied to your account.

We may dispose of any item that we reimburse you for under this policy, including selling it. As a result, such items – including lost items that are found after reimbursement – may be listed for sale on Amazon warehouse or other channels.

Important: Our policies prohibit any activity that would interfere with our capacity to help other sellers. Examples of such activities include submitting insufficiently researched or premature requests, or submitting high volumes of requests in a short time. Sellers who repeatedly engage in these activities may receive delayed support on their cases or be subject to monitoring, investigation, and account action.

How we calculate reimbursement value

Important: The maximum reimbursement amount for a single unit of any FBA eligible item is £2,000. For items valued at more than £2,000, we recommend that you consider buying third-party insurance.

We calculate reimbursement value based on whether the item was lost or damaged before or after it was ordered by a customer.

Pre-Order Lost or Damaged Events

For shipment to Amazon claims, removal claims, and fulfilment centre operations claims that occur before fulfillment, we will reimburse you the sourcing cost of the item. This also covers lost and damage claims during inventory replenishment handled by Amazon or on behalf of Amazon to fulfillment centers or non-Amazon buildings in marketplaces where we provide the service. For items that were in unsellable condition when lost, damaged or removed from the Amazon fulfillment network, we will reimburse at a reduced estimated cost of the unit, and we may request additional information or documentation to help us determine this adjusted value.

You can provide your sourcing cost for an item on the Manage Your Sourcing Cost page on the Inventory Defect & Reimbursement (IDR) portal. If you don't provide your sourcing cost, we'll use our own cost estimate for reimbursement calculations, which will be displayed on the same page. To generate an estimate of the item's sourcing cost, we evaluate the sourcing cost of comparable products sold by Amazon, by other sellers, and through other wholesale channels.

Note: "Sourcing cost" means your cost to source a product from a manufacturer, wholesaler, or reseller, or to produce the item if you are the manufacturer. It excludes costs such as shipping, handling, customs duties, or other costs. If you provide your sourcing cost, we may ask you to provide additional information to validate the amount. Visit the Manage Your Sourcing cost help page for accepted proof-of-value documentation details.

Your specific cost data is not shared with any other seller in Amazon's store, including Amazon Retail. This data is used to calculate your potential reimbursement, and to improve the usability and effectiveness of our services for your benefit. For information about how we collect and process your information, please visit our Privacy Notice.

We may decline your sourcing cost submission for the following reasons:

- Your submission is an outlier compared to similar products or our cost estimate.
- Any documentation is forged, tampered with, or illegible.
- Your account is suspected of fraud, significant policy violations, or non-compliant selling activities.
- You already submitted and received a decision on a cost update request or reimbursement amount dispute for the same item within the last 30 days and have not supplied any new information to reconsider our decision.

If we decline your submitted sourcing cost, we will reimburse you based on a previously approved amount that you submitted or our estimate of your sourcing cost for the item. You can dispute a reimbursement claim using the Get support page in Seller Central.

Note: After March 31, 2025, we will periodically refresh our cost estimates to provide the most up-to-date valuation of the inventory. If the refresh affects any cost you previously provided, we'll alert you and give you time to review the refreshed estimates and update any item(s) where you would like to provide an updated value directly. You may also monitor any impacted items via the status column in the Manage Your Sourcing Cost page.

~~Because item prices tend to fluctuate over time and may vary widely from seller to seller, we compare several price indicators to determine an estimated sale price for the item when calculating the reimbursement amount. The price indicators that we compare are:~~

- ~~The median price at which you have sold the item on Amazon over the past 18 months~~
- ~~The average price at which other sellers have sold the same item on Amazon over the past 18 months~~
- ~~The current list price that you have set for the same item on Amazon or the mean list price if you have multiple listings for the same item~~
- ~~The current list price for the same item from other sellers on Amazon~~

~~If we don't have enough information to calculate the estimated sale price of a unit using the price indicators described above, we will assign an estimated sale price based on the price of a comparable product. We may ask you for additional information or documentation to help us determine that value.~~

~~If we elect to reimburse you for a shipment to Amazon claim, we will reimburse you for the estimated proceeds of a sale of that item.~~

~~**Note:** "Estimated proceeds" means the estimated sale price of the item for which you are being reimbursed minus referral fees and fulfilment fees. The estimated reimbursement amount excludes local standard applicable VAT rate. If you are enrolled in Amazon's VAT Calculation Services, we will take your PTC into considerations when calculating the applicable tax rate.~~

~~If we elect to reimburse you for a fulfilment centre operations claim or a removal claim, we will reimburse you for the estimated proceeds of the sale of that item, unless the item was in an unsellable condition when lost or damaged or when removed from the Amazon fulfilment network. For unsellable items, Amazon will reimburse you at a valuation consistent with the estimated proceeds of the discounted sale of the unit. We may ask you for additional information or documentation to help us determine that discounted value.~~

Post-Order Lost or Damaged Events

If we elect to reimburse you for a customer return claim, the value of the reimbursement is based on the refund or replacement given to the customer on your FBA order. If Amazon refunded or replaced an item on your FBA order, we calculate the reimbursement value as the ~~refund amount or the~~ sales price ~~of the replacement item~~ on the original order minus applicable fees and VAT. For items that were in unsellable condition when lost or damaged, we reimburse you at a valuation consistent with the discounted sale price of that order minus applicable fees and VAT. We may ask you for additional information or documentation to help us determine that discounted value.

If you don't agree with the Amazon valuation of a unit, you can file a claim using the Get support page in Seller Central within 60 days after we have issued the reimbursement.