

Funds disbursement eligibility policy

Customer trust is paramount to Amazon, and we strictly prohibit the sale of counterfeit goods and other deceptive, fraudulent, and illegal activity. Our funds disbursement eligibility policy is aimed at protecting customers and sellers from abuse.

If we deactivate your account under Section 3 of the Amazon Services Europe Business Solutions Agreement and determine that your actions may result in risks to Amazon or third parties, then we may withhold any funds that may be in your account. These funds may be used to cover liability from your conduct and offset amounts that you owe, such as product returns or refunds, A-to-z claims from customers, inventory removal costs, outstanding fees, or monetary and non-monetary damages inflicted on Amazon.

You may appeal your account deactivation by following the instructions provided to you in the notice of account deactivation or in Seller Central. If your account is reinstated as a result of the appeal, funds will be released and disbursed according to your disbursement schedule.

Even if your appeal is not decided in your favor, or you choose not to appeal the deactivation, you can separately appeal to seek any withheld funds by contacting disbursement-appeals@amazon.co.uk at any point after 60 days from the date when your account was deactivated. We will release any remaining funds (less any amounts used to offset amounts you owe us) after evaluating your account for deceptive, fraudulent, or other illegal activity and confirming your identity.

During this process, we may request that you provide additional information or documentation regarding your identity, financial instruments, or supply chain. This additional information is critical to our anti-fraud controls. Additionally, we may validate any information that you provide with third party services or government agencies.

If we find that you have engaged in deceptive, fraudulent, harmful, or illegal activity, have abused our systems, or repeatedly violated our policies, or if we cannot confirm your identity, we may be legally required to withhold any payments to you.

Examples of deceptive, fraudulent, or illegal activities include: falsifying or misrepresenting your identity or activity in our store, or violating the [Amazon anti-counterfeiting policy](#).