

Amazon Warehousing and Distribution programme policy

Amazon Warehousing and Distribution ("AWD") provides upstream, bulkstorage and distribution services for your inventory in Germany, France, Italy, Spain and the United Kingdom. These terms and conditions ("**Terms**") supplement the [Amazon Services Europe Business Solutions Agreement](#) ("BSA") and govern your participation in AWD. Unless defined in these Terms, capitalised terms have the meanings given to them in the BSA.

1. **Product eligibility:** AWD is available only for products that meet the [[AWD product eligibility requirements](#)], which are subject to change in accordance with Section 15 of the BSA.
2. **Shipment requirements:** All AWD shipments are subject to the following requirements:
 - a. **Shipping and routing requirements:** Your shipments must comply with:
 - [[Send shipments to Amazon Warehousing and Distribution \(AWD\) requirements](#)]
 - [FBA LTL or Truckload delivery to Amazon requirements](#)
 - [FBA shipping and routing requirements](#), except the requirement to apply an FBA label to each box. For AWD box labelling requirements, follow the [[Send shipments to AWD requirements](#)].
 - You can send shipments to AWD with any logistics service / provider.
 - b. **Shipments not supported:**
 - AWD only supports the shipment types identified on the [[Send shipments to Amazon Warehousing and Distribution \(AWD\): Confirm shipping](#)] page. Amazon is not responsible for lost or rejected shipments that do not comply with that page.
 - AWD sites can only receive inventory intended for AWD. You must not send FBA shipments meant to be received at an Amazon fulfilment center to an AWD site or send AWD shipments to an Amazon fulfilment center. You also must not consolidate FBA and AWD shipments in a single truckload. Amazon is not responsible for lost or

rejected shipments if FBA and AWD shipments are in the same truckload or for shipments sent to the wrong site type.

c. Packaging and prep requirements:

- AWD shipments must comply with the destination channel's packaging and prep requirements at the individual unit level. For inventory with FBA as a destination channel, follow [FBA Packaging and prep requirements](#). Amazon is not responsible for any downstream charges that you may incur due to incorrect packaging.

d. Product unit labelling:

- AWD does not provide product unit labelling services or relabeling services to fix labels on individual units. You are responsible for ensuring that units are labelled in compliance with the destination channel's labelling requirements. Amazon is not responsible for lost or rejected units that do not have the correct unit labelling.

3. Fees

- **Fee types:** AWD charges the types of fees described below. For the current rates, go to the [\[programme page\]](#) in Seller Central. Rates may vary based on your eligibility for the [\[AWD Fees\]](#)

a. **Storage fees** are charged once per month for your storage of inventory at AWD sites. We calculate these fees based on the applicable rate for the services used and daily usage on a per-cubic-foot/per-cubic-metre basis. Monthly storage fees will appear on your Seller Central account during the month following their accrual. You understand and acknowledge that storing units at AWD facilities may create tax obligations for you in the territory in which the AWD facility is located, and you will be solely responsible for any taxes owed, and any tax reporting obligations, as a result of such storage.

b. **Processing fees** cover all inbound and outbound handling activities related to your units while in AWD sites. Inbound processing fees will appear on your Seller Central Payments dashboard when your shipment is received at the AWD facility, and outbound processing fees will appear on the dashboard once your shipment arrives at an Amazon fulfilment center.

c. **Transportation fees** are charged per-cubic-foot/per-cubic-metre when your AWD units are transported to an Amazon fulfilment center. Transportation fees will appear on your Seller Central Payments dashboard once your shipment arrives at an Amazon fulfilment center.

4. Reimbursements:

a. Eligibility: For a unit to be eligible for reimbursement under this section, all of the following must be true:

- The ASIN is present in your inventory catalog at the time it is lost or damaged.
- There was a valid AWD appointment for the shipment the unit was sent in.
- The unit complies with the AWD product eligibility requirements and with the AWD shipment requirements described in these Terms.
- You have sent us the exact units and quantities stated in your shipping plan.
- The unit was shipped via a supported shipping method as identified on the AWD programme page (except that this eligibility criteria does not apply if Amazon confirms it received a unit shipped via an unsupported method but then subsequently loses or damages it in the AWD facility).
- The shipment for the unit is not in cancelled or deleted status.
- The unit is not defective.
- When a lost or damaged unit claim is filed, under review, and during any appeals, your account must be in normal status.

b. **AWD fee reimbursement for box dimensions:** This provision applies to the reimbursement of AWD storage and transportation fees that we determine were charged using inaccurate box dimensions. This provision does not apply to fee types besides AWD storage and transportation fees. If we confirm that AWD storage and transportation fees were charged using inaccurate dimensions, we will reimburse you the difference between the fees as charged and the fees based on the corrected measurements. If the dimensions that you provide vary from our verified measurement, our measurement will govern. A box is not eligible for a remeasurement request if the box has already been remeasured twice in the past 60 days, or if there are no available boxes of that MSKU at an AWD site.

- **Claim window:**

- You must submit your request within 90 days of the date on which the fee was charged. Claims submitted outside of this window are not eligible for reimbursement.
- **Submitting a claim:**
 - **Before submitting a claim,** review the dimension data in your [\[fee reports\]](#) and determine whether the dimensions used in the fee calculation are different from what you expected.
 - If you have reviewed the dimension data in a fee report and you still believe it is inaccurate, contact Amazon Selling Partner Support or your account manager and open a research request.
 - Amazon will only accept one claim per fee charge. Additional claims for the same fee charge will be declined. You may appeal if you disagree with our decision within thirty (30) days after our notification.
 - After we review your request, we will notify you if you are eligible for reimbursement.
- c. **AWD inventory reimbursement:** If a unit you send to us as part of the programme is lost or damaged at an AWD facility or by a carrier operated by Amazon or on behalf of Amazon through the programme, we will replace that unit with a new unit of the same FNSKU or we will reimburse you for it. If your unit is eligible under this section and we haven't already reimbursed you, you can file a reimbursement claim by submitting a case to Selling Partner Support. Amazon will only accept one lost or damaged shipment claim per shipment and one AWD facility operations claim per box. Additional claims for the same shipment or box will be declined. You may appeal if you disagree with our decision within thirty (30) days after our notification.
 - **Lost or damaged shipments:** When filing a claim for lost or damaged shipments, you must follow these provisions of the [FBA inventory reimbursement policy: Shipment to Amazon claims:](#)
 - You must provide the information and documents described in the "Submit your Claim" section, and we may ask you to provide additional information.

- You must submit your claim within the specified claim window for lost or damaged shipments in the FBA inventory reimbursement policy, with the claim window starting on the verified date that the shipment was delivered to an AWD site or to a third-party facility operated on Amazon's behalf. Claims submitted outside this window are not eligible for reimbursement.
 - **AWD facility operations:** When filing a claim for units lost or damaged by an AWD facility, you must submit your claim within the claim window specified in the [FBA inventory reimbursement policy: Fulfilment center operations claims](#), with the claim window starting on the date that the unit was identified by Amazon as lost or damaged. Claims submitted outside this window are not eligible for reimbursement.
 - **AWD transportation:** Units that are lost or damaged in transit to an Amazon fulfilment center will be replaced or reimbursed pursuant to the [FBA inventory reimbursement policy](#). Claims submitted outside this window are not eligible for reimbursement.
 - **Inventory reimbursement calculation:** If we determine that your AWD inventory reimbursement claim is valid, we will reimburse you according to the valuation methodology described in the [FBA inventory reimbursement policy](#).
- 5. **Returns to You and Disposal:** You may, at any time, request that units be returned to you by contacting Selling Partner Support and providing a return shipping address in Germany or France or Italy or Spain or the United Kingdom (which may be the address of a third-party logistics provider or freight forwarder acting on your behalf). We can't return your inventory located in Germany, France, Italy, Spain, the United Kingdom and vice versa. If you do not hold a return address in EU general FBA policy on abandoned inventory and disposal of inventory apply. Self-service inventory removal is not currently available for AWD in the EU and the United Kingdom. To the extent applicable, any return charges will be notified to you prior to confirmation of the return request.
 - a. We may with notice return units to you, and you must provide a designated shipping address in Germany or France or Italy or Spain or the United Kingdom for the returned units. If you fail to do so, then the units will be

deemed abandoned and we may elect to dispose of them as appropriate based on the inventory (for example, by selling, donating, or recycling them) and retain any proceeds we may receive from the disposal. We may dispose of any unit (and you will be deemed to have consented to our action) immediately if we determine that (i) the unit creates a safety, health, or liability risk to Amazon, our personnel, or any third party; (ii) you have engaged in fraudulent or illegal activity; or (iii) we have cause to terminate your use of the AWD services with immediate effect pursuant to Section 3 of the BSA and are exposed to liability toward a third party.

- b. You will promptly notify us of any recalls, potential recalls, or safety alerts of any of your products and cooperate and assist us in connection with any recalls or safety alerts, including by initiating the procedures for returning items to you set out in Section 5.a. of these Terms. You will be responsible for all costs and expenses you, we or any of our or your affiliates incur in connection with any recall or potential recall or safety alerts of any of your products (including the costs to return, store, repair, liquidate, or deliver to you or any vendor any of these products).
6. **Disclaimer:** Amazon's role under the AWD services is limited to receiving, holding, and transporting products as a third-party logistics provider. All AWD services provided are not intended for any other purposes. In no event does Amazon take title to products, hold products for sale or distribution, or introduce or deliver products for introduction into commerce.
7. **Compliance with these Terms:** Failure to comply with these Terms may result in the following measures, applied proportionately to the nature and severity of the non-compliance: (a) refusal or return of non-compliant inventory at your cost; (b) temporary suspension of future shipments until compliance is restored; (c) application of the charges set out in [[Amazon Warehousing and Distribution fees](#)]; or (d) in case of material or repeated breach, suspension or termination of your participation in AWD, in accordance with Section 3 of the BSA. Nothing in this section limits Amazon's right to take immediate action where required by law or where the non-compliance creates an immediate safety, health, or liability risk.
8. **Helpful links**
 - [[Amazon Warehousing and Distribution](#)]
 - [[Amazon Warehousing and Distribution \(AWD\) product eligibility](#)]
 - [[Send shipments to Amazon Warehousing and Distribution \(AWD\)](#)]

- [\[Amazon Warehousing and Distribution \(AWD\) fee reports\]](#)
- [\[Amazon Warehousing and Distribution fees\]](#)
- [\[Replenishment from Amazon Warehousing and Distribution \(AWD\) to FBA network\]](#)
- [Amazon Services Europe Business Solutions Agreement](#)
- [Carrier requirements for LTL and FTL deliveries](#)
- **Global Mile:** [Amazon Global Logistics](#)
- [Dangerous goods identification guide \(hazmat\)](#)
- [Expiration-dated products attributes](#)
- **FBA policies**
 - [Send/replenish inventory: Label products](#)
 - [Send/replenish inventory: Prepare your products for FBA shipping](#)
 - [Seller requirements for LTL, FTL, and FCL deliveries](#)
 - [Floor loading policy](#)
 - [Shipping and routing requirements](#)
 - [FBA inventory reimbursement policy](#)