

# Welcome to the Amazon Easy Ship handbook!

Amazon Easy Ship is your all-in-one fulfilment solution designed to make your fulfilment simpler, faster, and smarter. All you need to do is pick, pack, and hand over your packages — we handle the rest.

In this handbook you will find an overview of:

1. [Introduction to Amazon Easy Ship](#)
2. [How to register for Amazon Easy Ship](#)
3. [Setting you up for success](#)
4. [Account Settings](#)
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## 1. Intro to Amazon Easy Ship [back to top?](#)

**1.1 Key benefits:** Amazon Easy Ship simplifies your fulfilment needs with Amazon Easy Ship - fast, accurate, and reliable deliveries, along with dedicated post-order support, so you can focus on growing your business.



**Focus on Business - Store and pack your products:** You store and pack your products, and Amazon handles delivery to your customers, freeing you to concentrate on your core business activities.



**Fast, accurate, and reliable deliveries at competitive and predictable rates:**

Your customers receive quick and reliable delivery through Amazon's trusted carrier partners, while you enjoy competitive shipping costs you can count on.



**100% Tracking - Complete visibility:** Tracking for all your orders will be updated automatically, providing complete transparency for both you and your customers.



**Amazon-managed delivery, customer support and domestic returns:** Amazon coordinates end-to-end logistics—from pickup at your warehouse to customer delivery—and provides customer support and returns at no additional cost. Amazon manages Customer Service & Returns on your behalf.



**Predictable & competitive cost:** Enjoy a predictable and competitive fulfilment cost structure using the Amazon Easy Ship rate card, allowing you to simplify your operational planning.



**Account health protection:** You will get account health protection and claims protection on late deliveries when you ship on time, so you can focus on growing your business with peace of mind.

## 1.2 Amazon Easy Ship Fee Structure for South Africa

For all Amazon Easy Ship orders in South Africa, we charge a fee per parcel that varies according to the product price (higher or lower than R500, VAT included) and the parcel's weight range. All fees are in South African Rand (ZAR) and exclude VAT and other applicable taxes.

### Fee per parcel shipped for products up to R500 (VAT included)

| Weight  | Fulfilment fee (VAT excluded) |
|---------|-------------------------------|
| 0–32 kg | R20.00                        |

*The R500 rate card only applies to products with a shipping weight less than 32 kg.*

### Fee per parcel shipped for products starting at R501 (VAT included)

| Weight (grams)    | Fulfilment fee |
|-------------------|----------------|
| 0–250             | R43.00         |
| 251–500           | R44.00         |
| 501–1,000         | R45.00         |
| 1,001–2,000       | R46.00         |
| 2,001–5,000       | R50.00         |
| 5,001–10,000      | R59.00         |
| 10,001–20,000     | R73.00         |
| 20,001–30,000     | R99.00         |
| Additional per kg | R5.00          |

### How chargeable weight is Calculated:

*Chargeable Weight (kg) is calculated as the larger of your parcel's (inclusive of packaging) actual weight (kg) and volumetric weight (kg), where volumetric weight (kg) is calculated as the parcel's Length (cm) × Width (cm) × Height (cm) ÷ 5,000.*

**For example:** If your parcel's dimensions are 60 cm × 38 cm × 19 cm and the parcel weighs 9.7 kg, then the volumetric weight is 8.64 kg ( $60 \times 38 \times 19 \div 5,000$ ), and the shipping weight is 9.7 kg (the larger of 9.7 kg and 8.64 kg). The fee will be calculated based on whichever is greater; the actual weight or the volumetric weight, rounded up to the nearest weight range.

### 1.3 Product eligibility

Product type: Only certain product types are eligible for fulfilment through Amazon Easy Ship. See below for the list of eligible product types:

- **Items must be in new condition** - Used or refurbished items are not eligible for Amazon Easy Ship.
- **Maximum weight:** 50 kg
- **Maximum dimensions:**
  - Length (L) × Width (W) × Height (H): up to 175 cm
  - Maximum girth: 419 cm (girth = 2 × height + 2 × width)
- **Dangerous goods restrictions:** Items must not be classified as dangerous goods, including:
  - Explosive substances
  - Infectious substances
  - Radioactive material
  - Items containing toxic gases
  - Flammable, corrosive, or other hazardous materials

For a detailed list of applicable restrictions, please refer to the Product Restrictions help page on Seller Central.

This list is non-exhaustive. Eligibility of Amazon Easy Ship is based on seller provided information. Amazon does not take any responsibility for veracity and authenticity of seller provided information. The eligibility status of ASIN is subject to change depending on seller updates to ASIN/rule/compliance policy changes. The eligibility is NOT binding. Items that don't comply with these requirements will not be assigned to Amazon Easy Ship but instead Self-Ship.

## 2. How to register for Amazon Easy Ship [back to top](#)

### Automatic Enrolment for South Africa Sellers

In South Africa, eligible sellers are automatically enrolled in Amazon Easy Ship based on their eligibility. Here's how it works:

#### Who is eligible?

- Sellers registered on the Professional Plan
- Sellers with addresses within the Easy Ship coverage area

#### Automatic Enrolment Process:

When you complete your seller registration on Amazon.co.za, the system automatically checks your business address eligibility for Amazon Easy Ship. If your address falls within our serviceable areas and you meet the eligibility criteria, you will be automatically enrolled in the program

**IMPORTANT:** Once enrolled, all eligible orders must be fulfilled through Amazon Easy Ship using our carrier partners (TCG and DPD Laser). **Do NOT self-ship these orders** as this can negatively impact your seller performance and cause order fulfilment issues.

**After Enrollment:**

Once enrolled, you can manage your Amazon Easy Ship settings through Seller Central:

1. Navigate to **Account Info > Shipping and return information > Easy Ship settings**
2. **Here you can:**
  - View your pickup address
  - Edit your Easy Ship collection address if needed (Note: Updating your General Shipping address does NOT automatically update your Easy Ship collection address)

**Important Notes:**

- If your business address is not eligible for Easy Ship during registration, your account will remain as Self-Ship (FBM)
- If you wish to opt out of Easy Ship after automatic enrolment, you can do so through: Account Information > Easy Ship Settings > Amazon Easy Ship Opt Out

### 3. Setting you up for success

#### 3.1 Handling Time and Order Handling Capacity

These two settings work together to help you manage your order fulfilment effectively and protect your account health.

**Handling Time** is the timeframe you must prepare, schedule, and hand over your package to the carrier. By default, your account is placed on 1-Day handling time however it can be changed to 2-days. We highly recommend you review and amend these settings based on your operation as it:

- Ensure you have sufficient time to pick and prepare your orders for handover
- Helps protect your On-time Delivery Rate (OTDR) metric
- Improves your overall account performance

**Order Handling Capacity** is the maximum number of seller-fulfilled orders you can reliably ship every day. Once this limit is reached, orders with same-day, 1-day, or 2-day handling time will automatically be extended to the next available shipping day.

This feature:

- Protects your account health during high-volume periods
- Prevents late shipments during peak seasons
- Helps you manage your fulfilment capacity effectively

**To update these settings:**

Navigate to Settings > Shipping Settings > General Shipping Settings

Here you can adjust both your Handling Time and your Order Handling Capacity (enter the maximum number of orders you can process daily).

### 3.2 Set ASIN level Shipping Preferences

#### Adjusting ASIN-Level Handling Time

While your account has a default handling time setting (1 or 2 days), you can set specific handling times for individual ASINs that require different preparation periods. This is particularly useful for:

- Made-to-order products
- Items requiring special packaging
- Products with longer preparation requirements

#### How to:

Navigate to **Inventory > Manage All Inventory**

- Locate the ASIN you wish to modify
- Click **Edit** for the specific listing
- Scroll to the **Handling Time** field
- Enter your desired handling time
- Click **Save**

**Important:** ASIN-level handling time will override your default account handling time for that specific product. To find out how to update in bulk please click [here](#).

### 3.3 Optimize Your Pricing

A key benefit of Amazon Easy Ship is that customers see free shipping on listings priced above R500, making your products more attractive. While you cannot add separate delivery costs, you can set SKU prices that are inclusive of shipping charges. You have the flexibility to update your ASIN pricing either individually or in bulk.

Path: Menu > Inventory > Manage all Inventory



You will not be able to charge additional shipping fees to the customer, and you should factor this in when you are setting SKU / ASIN prices.

|                          |                                                                                                           |                                                                                                                                                                                                                             |                                                                                            |                                                                                                                                                 |                                                                                                                                      |                                                                                                                                               |                                                                                            |                  |  |                |  |  |  |  |  |
|--------------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------|--|----------------|--|--|--|--|--|
| 1 - 6 of 6               |                                                                                                           | Sort by: <div>Date created: new to old</div>                                                                                                                                                                                |                                                                                            |                                                                                                                                                 |                                                                                                                                      |                                                                                                                                               |                                                                                            |                  |  |                |  |  |  |  |  |
| Listing status           |                                                                                                           | Product Details                                                                                                                                                                                                             |                                                                                            | Performance                                                                                                                                     |                                                                                                                                      | Inventory                                                                                                                                     |                                                                                            | Price + Shipping |  | Estimated fees |  |  |  |  |  |
| Next step                |                                                                                                           | Image, Title, ASIN and SKU                                                                                                                                                                                                  |                                                                                            | Last 30 days                                                                                                                                    |                                                                                                                                      | Fulfilled by and quantity                                                                                                                     |                                                                                            | Pricing details  |  | per unit sold  |  |  |  |  |  |
| <input type="checkbox"/> | <div><div>☆</div><div>Active</div><div>23 Dec 2025, 15:47</div></div>                                     | <div><div></div><div>Wahoo ELEMNT Rival Running/Multiport GPS Smartwatch</div><div>ASIN: B0BVDL1DMQ</div><div>SKU: Test12345</div></div> | <div><div>Sales</div><div>Units sold</div><div>Page views</div><div>Sales rank</div></div> | <div><div>--</div><div>Available (FBM)</div><div>2</div></div> <div><div>--</div><div>Shipping template</div><div>Migrated Template</div></div> | <div><div>Price</div><div>Minimum price</div><div>Maximum price</div><div>Featured offer</div><div>View reference prices</div></div> | <div><div>ZAR</div><div>1.00</div></div> <div><div>ZAR</div><div></div></div> <div><div>ZAR</div><div></div></div> <div><div>--</div></div>   | <div><div>Total fees</div><div>Calculate revenue</div></div> <div><div>ZAR0.05</div></div> |                  |  |                |  |  |  |  |  |
| <input type="checkbox"/> | <div><div>☆</div><div>Out of stock</div><div>Replenish inventory</div><div>10 Jun 2025, 13:51</div></div> | <div><div></div><div>Vika Test ASIN do not Buy</div><div>ASIN: B08CGCWTH8</div><div>SKU: W9-RATA-521F</div></div>                        | <div><div>Sales</div><div>Units sold</div><div>Page views</div><div>Sales rank</div></div> | <div><div>--</div><div>Available (FBA)</div><div>0</div></div> <div><div>--</div><div>Unfulfillable</div><div>0</div></div>                     | <div><div>Price</div><div>Minimum price</div><div>Maximum price</div><div>Featured offer</div><div>View reference prices</div></div> | <div><div>ZAR</div><div>100.00</div></div> <div><div>ZAR</div><div></div></div> <div><div>ZAR</div><div></div></div> <div><div>--</div></div> | <div><div>Total fees</div><div>FBA fee</div></div> <div><div>--</div></div>                |                  |  |                |  |  |  |  |  |
| <input type="checkbox"/> | <div><div>☆</div><div>Out of stock</div><div>Replenish inventory</div><div>10 Jun 2025, 13:50</div></div> | <div><div></div><div>Vika Test ASIN do not Buy</div><div>ASIN: B08CGCWTH8</div><div>SKU: CM-CS50-KBHM</div></div>                        | <div><div>Sales</div><div>Units sold</div><div>Page views</div><div>Sales rank</div></div> | <div><div>--</div><div>Available (FBA)</div><div>0</div></div> <div><div>--</div><div>Unfulfillable</div><div>0</div></div>                     | <div><div>Price</div><div>Minimum price</div><div>Maximum price</div><div>Featured offer</div><div>View reference prices</div></div> | <div><div>ZAR</div><div>100.00</div></div> <div><div>ZAR</div><div></div></div> <div><div>ZAR</div><div></div></div> <div><div>--</div></div> | <div><div>Total fees</div><div>FBA fee</div></div> <div><div>--</div></div>                |                  |  |                |  |  |  |  |  |
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## 4 Account Settings – Only editable on Seller Central [back to top](#)

### 4.1 Operating Day Settings

Amazon Easy Ship requires you to have a 5-day working week. By default, you will have a 5-day operating week (Monday - Friday) configured.

### 4.2 Holiday Settings

In South Africa, Amazon Easy Ship does not operate on public holidays. These days are automatically factored into the handling time of orders placed around these dates.

#### Important notes about holiday settings:

- The standard South African public holidays are pre-configured and visible in the Holiday

| Holidays |                                              | Edit       |
|----------|----------------------------------------------|------------|
| 2025     | Day of Reconciliation - 16/12/2025 - Tuesday | Learn more |
|          | Christmas Day - 25/12/2025 - Thursday        |            |
|          | Christmas Day - 25/12/2025 - Thursday        |            |
|          | Day of Goodwill - 26/12/2025 - Friday        |            |

Widget under General Shipping Settings on Seller Central.

- You can edit these settings if you wish to remain operational on your self-ship listings during holidays.
- These holidays will apply to both Amazon Easy Ship and Self-Ship orders.
- Editing these settings will only impact listings on Self-Ship and will not change your Amazon Easy Ship listings.



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Editing these settings will only impact listings on Self Ship and will not change your Amazon Easy Ship listings

## 5 Managing your orders [back to top](#)

### Step 1: If you use Seller Central, go to 'Manage Orders' Page

From the main menu go to 'Orders' and then select 'Manage orders'. Click on the Amazon Easy Ship Tab to get an overview of all orders up to date and you will see the following tabs: Pending, Unshipped, Cancelled, and Sent. Click on the relevant tabs to get details of individual orders in that category. On each unshipped order you can click "Schedule Collection".

## Step 2: Pick and Pack Your Orders

Once you have orders ready to fulfil, Print the packing slips and prepare your packages according to Amazon Easy Ship standards. Remember: All ordered units must be packaged in a single box. Detailed packaging and labeling requirements are covered in Section 6.

## Step 2: Schedule pickup

On the Schedule pickup page, enter the weight and dimensions of the package. Weigh the package with all the packaging materials included and measure the package dimensions of the outer-most shipping box.. Then, click Get Pickup slots to view the available slots for your order. Select a date and time window when you want the package to be picked up. The cut off for scheduling a same day pickup is 12 noon. Ensure that you schedule a pickup slot before the estimated ship date, to avoid a missed pick up.

The Amazon Easy Ship fee will be displayed below the slot information. Verify the fee and make sure that you are shipping all the items of a **single order in a single box**. Click Schedule pickup.



**Order Cut-Off Times:** All orders must be dispatched by their designated Estimated Ship Date (ESD). To ensure timely collection, it is important to schedule your pickup before 12:00pm Noon on your intended shipping day. Please note that if the pickup scheduling occurs after this deadline, the collection will automatically be rescheduled for the following business day.

For your planning purposes, please be advised that all pickups are conducted between 13:00-17:00 (1:00 PM - 5:00 PM). Adherence to these timelines is crucial for maintaining our service standards and ensuring customer satisfaction

### Schedule handover [Find out more](#)

Order ID: 407-6249629-9929126

| Shipping from:                                              | Shipping to: |
|-------------------------------------------------------------|--------------|
| ZAProd1<br>103 Test road, ,<br>Cape Town-8001, Western Cape |              |

#### 1. Order details

|                                                                                     | Wahoo ELEMNT Rival Running/Multisport GPS Smartwatch | Price<br>(inclusive tax) | Quantity |
|-------------------------------------------------------------------------------------|------------------------------------------------------|--------------------------|----------|
|  | ASIN: B08VDL1DMQ<br>SKU: test1234                    | ZAR 1.0                  | 1        |

#### 2. Package details

|                                                                                                       |                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Parcel weight                                                                                         | <input type="text" value="321.95"/> grams                                                                                                     |
| Parcel dimensions                                                                                     | <input type="text" value="Enter new parcel dimensions"/>                                                                                      |
|                                                                                                       | Length: <input type="text" value="16.41"/> cm    Width: <input type="text" value="10.31"/> cm    Height: <input type="text" value="6.81"/> cm |
| Parcel identifier  | <input type="text" value="407-6249629-9929126"/>                                                                                              |

#### 3. Pick-up slot

|                                                     |                                                                  |                                                                   |
|-----------------------------------------------------|------------------------------------------------------------------|-------------------------------------------------------------------|
| Pick-up slot                                        | Pick-up date: <input type="text" value="Wed, Dec 10th 2025"/>    | Pick-up time: <input type="text" value="1:00 PM - 5:00 PM SAST"/> |
| Total EasyShip Fee<br><a href="#">Find out more</a> | ZAR 20.00<br>Shipping fee: ZAR 20<br>Delivery service fee: ZAR 0 |                                                                   |

Please verify the details above and ship all the items in a single parcel

[Schedule handover](#)

## 6 Packaging and Labelling guidelines [back to top](#)

### 6.1 Labelling guidelines

- The shipping label should be of good quality. The label print must be clear and readable, the bar code and QR code should be scannable and the "To" and "From" address must be visible.
- The size of a label should not be resized more than four labels on an A4 sheet which is 4 x 4 inches size for each label. Labels that are smaller than 4 x 4 inches cannot be scanned and can lead to packages getting lost during transit.
- Affix shipping label on the largest flat surface of the package
- Ensure the label lies flat without folds and that text is legible with barcodes scannable.
- Do not cover the label with tape (chemicals in tape may cause thermal paper to fade).
- Do not fold the shipping label along any edge as the information on the bottom of the label is required at various points during transit.
- Use sticky paper of good quality to print the labels. Do not make any markings on the label.
- Non-adherence to these guidelines can lead to collections being rejected by the pickup associate.



It is mandatory to pack and label Amazon Easy Ship orders as per the standards or requirements laid down in the Amazon Easy Ship [packaging and labeling guidelines](#) provided above.

### 6.2 Packaging guidelines

- The packaging material should be sturdy, and the package supported for transportation.
- Adequate cushioning in the form of dunnage should be provided to prevent the movement of items within the package.
- **All items for one order must be packed in one package.**
- Manufacturer's box or package is not considered as packaging material for transportation. A separate outer packaging is mandatory.
- The packages should be sealed using "H" taping technique to ensure they do not open during transit. This refers to taping each side as well as across the center opening of the package. Packages should be sealed without any gaps open on the side. Please use good quality packaging tape (at least 5.08 cm wide).
- The maximum weight of each package is 50 kgs with dimensions up to 175x175x34cm.



It is mandatory to pack and label Amazon Easy Ship orders as per the standards or requirements laid down in the Amazon Easy Ship packaging and labeling guidelines provided above.

## 7 Amazon Easy Ship CSBA and return policy [back to top](#)

### 7.1 Returns

Amazon Easy Ship Returns is a service under which Amazon arranges pick-up for your customer returns and delivers the returned package to you. Through Amazon Easy Ship Returns, customers will be able to schedule return pick-up on their amazon app/website for their Amazon Easy Ship orders.

#### Refund mechanisms

Seller Managed Refunds

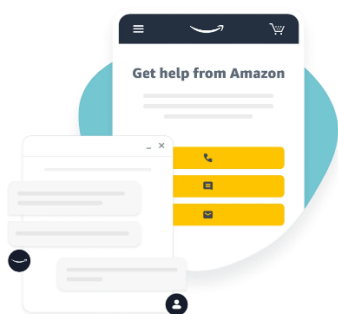
- For returns, you must provide a prepaid return label within 2 business days or issue a Return-less refund. A Return-less resolution takes place when you issue a refund and let the buyer keep the original product.

#### Amazon Managed Refunds

- Customers are provided with an Amazon managed return method where returns are collected from them and returned to your registered Easy Ship address. Customers must be refunded by the Seller within 48 hours of receiving the product before Amazon automatically processes the refund. Note that partial refunds are not eligible for this program. You are eligible to file a SAFE-T claim to get the necessary reimbursements for bad returns.
- For any Return-less refund issued through Customer Service Associate, you are eligible to file a SAFE-T claim. Details below

Please note: All Sellers are required to match or better Amazon's return policy. Any return which aligns to this policy receives an immediate automated return authorization approval.

## 7.2 Customer Service by Amazon



Amazon Customer Service delivers comprehensive end to end support for all Amazon Easy Ship orders. This premium service is seamlessly integrated into your seller account at no additional cost, ensuring your customers receive Amazon's world-class support experience

Amazon Customer Service can process valid refund requests on your behalf, with amounts debited from your account. You can receive reimbursement through SAFE-T claims within 30 days.



Please note: You must process refunds within 2 business days of return receipt. If you fail to act, Amazon may issue automatic refunds and charge your account.

## 8 SAFE-T [back to top](#)

SAFE-T is a program through which Sellers can reach out to Amazon for losses incurred due to issues outside their control (buyer abuse, in-transit damage etc.) When Amazon issues a refund to a buyer and you believe it is not your fault, you may file a claim for reimbursement via SAFE-T. In addition, if you believe the return's condition was not your fault, you can file a SAFE-T claim.

### 8.1 Coverage eligibility

Common scenarios include orders damaged/lost in transit, proven delivery despite buyer claims, items returned in unsellable condition, materially different returns, and returns processed outside the return window. Amazon maintains final discretion on reimbursement decisions.

## 8.2 Reimbursement structure

If an item is declared lost by Amazon or the carrier, we'll reimburse you for the value of the order (that is, the same as in case of a successful sale) minus the applicable fees and applicable VAT on those fees. Items that are declared damaged by Amazon or the carrier will be evaluated and graded based on the images that you provide when you submit a SAFE-T claim. We'll categorise the unit into one of the four grades and compensate you on the basis of the applicable reimbursement rate. More information can be found [here](#)

## 8.3 Claims requirements

Claims must be filed within 30 calendar days of the refund charge. Only Amazon-issued refunds are eligible; seller-issued refunds are excluded. You must respond to investigation requests within 7 days to maintain claim validity.

## 8.4 Filing process

Submit claims after a 15-day waiting period following the Amazon-issued refund. Access the SAFE-T Claims section through Seller Central's Orders tab. Claims require supporting documentation including photos, shipping labels, and delivery proof. For wrong item claims, include comparison photos and serial number documentation.

## 8.5 Tracking and appeals

Monitor claim status through the Manage SAFE-T Claims dashboard. Appeals must be submitted within 7 days of the decision and can only be filed once with new supporting evidence. Multiple appeals without new information may result in account penalties.

# 9 Easy Ship FAQ's [back to top](#)

### 9.1 Can I operate on both Amazon Easy Ship and Self-Ship (FBM)?

Yes, you can operate on both Amazon Easy Ship and Self-Ship. For all SKUs eligible on Amazon Easy Ship, the default shipping preference will be set to Amazon Easy Ship, post enrolment. For products which are deemed ineligible, you will not receive Amazon Easy Ship orders.

### 9.2 How do I know if my location is serviceable by Amazon Easy Ship?

You will be presented with an error message advising that the zip code you're trying to verify within your Amazon Easy Ship Settings is not serviceable.

### 9.3 Can I choose which carrier partner collects my package

No, our system automatically assigns the carrier best suited to deliver your package. Please ensure packages are handed over to the correct carrier as both carriers can be assigned to collect packages from your registered address.

**9.4 Is there a limit to the number of SKUs I can select for Amazon Easy Ship vs Self-Ship (FBM)**

There is no cap on the number of SKUs you can enroll in Amazon Easy Ship. The only requirement is programme eligibility.

**9.5 How does Amazon Manage returns?**

Amazon Easy Ship Returns is a service where Amazon arranges pick-up of eligible returns and delivers the returned package back to your registered Easy Ship address at no additional cost. Customers can schedule return pick-ups through their Amazon app or website. Once you receive the returned item, you must process the refund within 48 hours, or Amazon will automatically process it on your behalf. If you believe a refund wasn't your fault, you can file a SAFE-T claim for reimbursement.

**9.7 How does Amazon structure the costs for Amazon Easy Ship service?**

Amazon Easy Ship fees are based on the Easy Ship fulfilment fee, which varies according to product price and parcel weight. Please note that existing fees for selling on Amazon as a Merchant Fulfilled Network (MFN) seller will still apply. The Amazon Easy Ship fee details will reflect in your account summary within 5 business days of order fulfillment. Learn more [here](#)

**9.8 Are there any registration fees or minimum requirements?**

Registration in Amazon Easy Ship comes at no cost, but you must meet specific eligibility requirements. To qualify, merchants need to i) Have the professional Seller account, ii) Registered address has Easy ship coverage and iii) Have fulfilled by merchant (FBM) listing. If you need any clarification or assistance in meeting these criteria, our Seller Support team is here to help.

**9.9 How do I update / edit my pickup location?**

. To modify your pick-up address:

- Navigate to Settings (gear icon) > Account Information>Shipping and Return information
- Locate the 'Amazon Easy Ship Settings' section
- Select Edit to make necessary changes

For any changes to pick-up addresses, all scheduled orders will be picked up from the old address, and all unscheduled orders will be scheduled to the new address.

**9.10 What if the carrier misses a pickup or doesn't arrive as scheduled?**

Please contact Seller Support to notify them of the missed collection to ensure your account health is not affected and the missed collection is escalated. Amazon Easy Ship will auto re-schedule the package for a next day pick-up. Rest assured that carrier controllable pick-up misses will not affect your performance metrics, and the Cancellation Date will be extended for these orders.

**9.11 What happens if I miss a handover of a package?**

Orders must be scheduled for pickup on or before the Expected Ship Date (ESD).

If you miss a handover during your selected pickup slot, the system automatically reschedules the pickup for the next day between 1-5 PM. Each package gets three pickup attempts before the collections faces cancellation. Orders not handed over on ESD will impact your late shipment rate (LSR). If unfulfilled with 7 business days for ESD will be auto cancelled and will have a negative impact on your Cancellation Rate metric.

To maintain your account health rate, please ensure packages are ready for pickup during the scheduled window and the Estimated Ship Date is not missed.

**9.12 What are the delivery timelines for Amazon Easy Ship?**

With Amazon Easy Ship, customers generally receive their orders within a 3-day delivery window from the date of purchase.

**9.17 How will Customer Service by Amazon handle customer inquiries?**

Customer Service by Amazon provides high-quality, real-time customer service through phone, instant message, and email channels. Our commitment to the customer is to find a resolution typically within two days.

**9.18 What happens if Amazon Customer Service refunds the customer, but I not think I should be held responsible for the refund?**

When Amazon issues a refund to a customer and you think that you should not be held financially responsible for the refund, you may file a claim for reimbursement via Seller Assurance for E-commerce Transactions (SAFE-T). Amazon may reimburse you, if your claim is approved.

**9.19 Can I get the communication history between Customer Service by Amazon and the customer?**

No. Amazon does not share communication history between CSBA and the customer.

Communications for customer service are not recorded in Seller Central and cannot be viewed by you. Contact Selling Partner Support if you have questions about the resolution of an order.

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