

Chargebacks > Chargeback details

Chargeback details

In Full Delivery PO Down Confirmed No Dispute

Summary



Chargeback ID
102414857404

PO submitted quantity
12

PO confirmed quantity
8

Invoiced quantity
8

Chargeback^{USD} amount **3.76**

ASIN
BODJW3LW5J

Invoice paid quantity
8

ASN quantity
8

Defect quantity
4

Purchase order
72VLY3UN

Need help? Chat with us.



FEEDBACK

What was the trigger for the chargeback? Amazon found that you have down-confirmed the quantity for the PO-ASIN 72VLY3UN-BODJW3LW5J by 4.0 units, after the down-confirm cutoff of Dec 15, 2025, 12:00:00AM plus 5 days. This caused a DOWNCONFIRMED infraction that caused this chargeback.

What did you do to cause the defect and what is the benefit to fix this defect? Amazon accepts down confirmation on purchase orders until 5 days after the ship window start date. However, you have down-confirmed (reduced the confirmed quantity in the PO) after this time period. Late down confirmations affects Amazon's buying plans and may result in Amazon not being able to meet our customer demands or create delays in delivering products to customers, potentially undermining customer trust.

How can you prevent this chargeback? If you are planning to down-confirm, do so within the stipulated time period of ship window start, plus 5 business days.