

Chargebacks > Chargeback details

Chargeback details

In Full Delivery PO Down Confirmed No Dispute

Summary



Chargeback ID
102397762529

PO submitted quantity
2

PO confirmed quantity
1

Invoiced quantity
1

Chargeback^{USD} amount **0.47**

ASIN
B01KZGB1O2

Invoice paid quantity
1

ASN quantity
1

Defect quantity
1

Purchase order
5TYABOEV

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 5TYABOEV-B01KZGB1O2 by 1.0 units, after the down-confirm cutoff of Nov 24, 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.