

Chargebacks > Chargeback details

Chargeback details

In Full Delivery PO Down Confirmed No Dispute

Summary



Chargeback ID 102401079170	PO submitted quantity 28	PO confirmed quantity 27	Invoiced quantity 27	Chargeback ^{USD} amount 0
ASIN B0DFFWBGZV	Invoice paid quantity 27	ASN quantity 27	Defect quantity 1	
Purchase order 2PZULGQJ				

Reason for chargeback

Raise a dispute

What was the trigger for the chargeback? Amazon found that you have down-confirmed the quantity for the PO-ASIN 2PZULGQJ-B0DFFWBGZV 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, which impacts customer trust.

Need help? Chat with us.

FEEDBACK

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