

Chargebacks > Chargeback details

# Chargeback details

In Full Delivery PO Down Confirmed No Dispute

## Summary



Chargeback ID  
102395223054

PO submitted quantity  
144

PO confirmed quantity  
31

Invoiced quantity  
31

Chargeback<sup>USD</sup> amount **3.70**

ASIN  
BOFL67F4VB

Invoice paid quantity  
31

ASN quantity  
31

Defect quantity  
5

Purchase order  
2EAQP8OR

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 2EAQP8OR-BOFL67F4VB by 5.0 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.