

Chargebacks > Chargeback details

Chargeback details

In Full Delivery PO Down Confirmed No Dispute

Summary



Chargeback ID
102395284947

PO submitted quantity
176

PO confirmed quantity
172

Invoiced quantity
172

Chargeback^{USD} amount **2.43**

ASIN
B08HXB9G84

Invoice paid quantity
172

ASN quantity
172

Defect quantity
4

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-B08HXB9G84 by 4.0 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.