

Chargebacks > Chargeback details

Chargeback details

In Full Delivery PO Down Confirmed No Dispute

Summary



Chargeback ID 102448784150	PO submitted quantity 4	PO confirmed quantity 2	Invoiced quantity 2	Chargeback ^{USD} amount 0
ASIN B07D9J1KHH	Invoice paid quantity 2	ASN quantity 2	Defect quantity 1	
Purchase order 1ZOA2MMT				

Reason for chargeback

What was the trigger for the chargeback? Amazon found that you have down-confirmed the quantity for the PO-ASIN 1ZOA2MMT-B07D9J1KHH by 1.0 units, after the down-confirm cutoff of Dec 22, 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 our customer trust.

Need help? Chat with us.



FEEDBACK

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