



Sean Vandenberg &lt;sean.m.vandenberg@gmail.com&gt;

## Erroneous Policy Violation, Unjust Removal Fees, "Defective" Inventory

2 messages

Sean Vandenberg &lt;sean.m.vandenberg@gmail.com&gt;

Wed, Feb 5, 2025 at 8:00 AM

To: jeff@amazon.com

Dear Amazon Executive Team,

I am writing to seek your assistance in resolving an issue that has caused significant financial harm to my business. Despite multiple attempts to address this matter through Seller Support and the Seller Performance Team, I have been unable to reach a satisfactory resolution.

### Summary of the Issue

#### Erroneous Policy Violation (Complaint ID: 16069103321)

In September 2024, an incorrect "Not as Described" policy violation was issued for ASIN B07LHB3B2Q. This violation was determined to be in error and was resolved on December 28, 2024.

#### Stranded Inventory and Auto-Removal

Due to the erroneous complaint, 917 units of FNSKU X00381BXWN were stranded, triggering an automatic removal process per my settings. This inventory was in sellable condition and would not have been stranded if the policy violation had not been issued in error.

#### Unjust Financial Impact

The removal of these 917 units resulted in unnecessary fees totaling **\$1,400.56**. Despite providing extensive documentation and explanations, Seller Support and the Seller Performance Team have declined reimbursement, stating that the removal was in line with automated processes. However, these processes were triggered solely due to Amazon's initial error.

#### ASIN Reinstatement and Transparency Barcode Issue

While I was finally able to have ASIN B07LHB3B2Q reinstated, the inventory is now being marked as "defective" because it does not have Transparency barcodes. However, all of this inventory was sent **prior** to the notice stating:

*"After March 23, 2024, units on the list that reach a fulfillment center without a valid Transparency or serial number barcode cannot be sold and will be marked as 'unfulfillable' in Seller Central. You can submit a removal order to have these units returned to you or have Amazon dispose of them on your behalf."*

Since this inventory was received by Amazon **before this policy went into effect**, it should not be retroactively penalized under this new requirement. The inventory was fully sellable before Amazon's erroneous action stranded and removed it. Now, instead of being able to sell my reinstated ASIN, I am being forced to remove or dispose of inventory that was perfectly fine when received.

### Request for Resolution

Given the circumstances, I respectfully request the following:

1. **Reimbursement for the \$1,400.56 removal fees**, as these costs were incurred due to Amazon's erroneous policy violation.
2. **Reinstatement of my existing inventory to sellable status**, since it was received prior to the Transparency barcode enforcement date and should not be retroactively impacted.
3. **Allowance to resend the 917 units back into FBA and have them accepted as sellable inventory without Transparency barcodes**, as they were originally received before the enforcement policy took effect.

## Supporting Documentation

I have attached all relevant documentation, including:

- Evidence of the erroneous policy violation.
- Details of the stranded inventory and automated removal.
- Proof that the inventory was in sellable condition.
- Shipment records confirming the inventory was received before March 23, 2024 (FBA IDs: FBA17QX84YBQ, FBA17RW756G1, FBA17RQCKN55, FBA17R3RNTSH, FBA17R5587DF, FBA17R78X72L)

I trust that your team will carefully review the details and take the necessary steps to resolve this issue fairly. Please let me know if further information is required.

Sincerely,

**Sean Vandenberg**  
**Merchant ID: A1LTMDMBBP1XZ0**

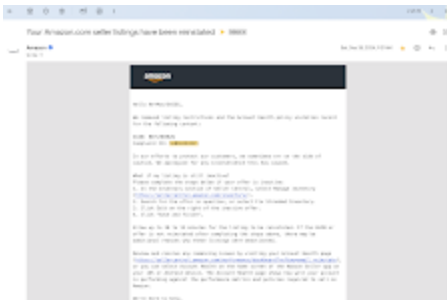
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### 8 attachments



**Auto removal order 5rmGK2hK3X.png**  
 326K



**ASIN B07LHB3B20 reinstated.png**  
 531K



**FBA17R78X72L.png**  
 514K



**FBA17RQCKN55.png**  
 514K