



Sean Vandenberg <sean.m.vandenberg@gmail.com>

RE:[CASE 17026534181] Other account issues - Dungeons & Dragons branded products restriction

6 messages

Amazon Seller Support <merch.service05@amazon.com>
To: sean.m.vandenberg@gmail.com

Thu, Jan 16, 2025 at 3:13 AM

Hello from Amazon Selling Partner Support,

We see that you are unable to apply to sell Dungeons and Dragons branded products and wants to know why your account does not meet the criteria.

To investigate further about Dungeons and Dragons branded products.

We request you to provide us the below information:

- A screenshot of the error message and the ASIN

We will continue our research into this matter once we receive the above information.

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Thank you for selling with Amazon,

Oviya V.

Amazon.com Seller Support

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MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: <http://sellercentral.amazon.com/forums>

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

To contact us again about this issue, please use the Contact Us form using the following link:
<https://sellercentral.amazon.com/gp/contact-us/contact-amazon-form.html?ie=UTF8&caseID=17026534181>

Amazon Seller Support <merch.service05@amazon.com>

Thu, Jan 16, 2025 at 3:30 PM

To: sean.m.vandenberg@gmail.com

Hello from Amazon Selling Partner Support,

We see that you have contacted us regarding your approval to sell Dungeons and Dragons branded products.

To maintain a safe and trustworthy shopping experience, certain products cannot be listed or sold on Amazon or may be subject to additional requirements because of supply chain authenticity risks.

Your account does not currently meet the criteria required to list these products due to account metrics, distribution pathways of the brand, or other factors.

If your account becomes eligible to sell this product, you will see "Apply to sell" next to the product in the "Add Products" feature in Seller Central.

For more information on Amazon policies and products that require approval, go to:

"Products that require approval":

<https://sellercentral.amazon.com/help/hub/reference/G200333160>

"Categories and products that require approval":

<https://sellercentral.amazon.com/help/hub/reference/200333160>

"Program Policies":

<https://sellercentral.amazon.com/help/hub/reference/521>

"Amazon Services Business Solutions Agreement":

<https://sellercentral.amazon.com/help/hub/reference/1791>

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Yes

No

Thank you for selling with Amazon,

Viswalakshmi VB

Amazon.com Seller Support

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<https://sellercentral.amazon.com/gp/contact-us/contact-amazon-form.html?ie=UTF8&caseID=17026534181>

Amazon Seller Support <merch.service05@amazon.com>
To: sean.m.vandenberg@gmail.com

Thu, Jan 16, 2025 at 6:14 PM

Hello from Amazon Selling Partner Support,

From your email, we can understand your query about why your account has been restricted.

In response to your question about approval to sell Dungeons and Dragons branded products, we are currently not accepting applications to sell these items. We will not be able to provide any further information at this time.

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Yes

No

Thank you for selling with Amazon,

Lokesh P

Amazon.com Seller Support

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MORE WAYS TO GET HELP:

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Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

To contact us again about this issue, please use the Contact Us form in Seller Central using the following link:

<https://sellercentral.amazon.com/cu/case-dashboard/view-case?caseID=17026534181>

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Amazon Seller Support <merch.service05@amazon.com>
To: sean.m.vandenberg@gmail.com

Thu, Jan 16, 2025 at 9:04 PM

Hello from Amazon Selling Partner Support,

We see that you would like to know why you are asking for approval to sell ASINs that you are already selling on Amazon.

We acknowledge that you want this case to be escalated.

Please be informed that, as our catalog grows, we continuously make new determinations for which products should be restricted based on a number of factors.

Even if you were selling your product before, you may be subject to new restrictions for the following reasons:

* We have placed new restrictions on existing products that may require you to apply for approval. In some instances, we may not accept applications for review.

* You have received a performance notification related to your product and are required to provide additional information before you can sell it again. You can view these notifications through your Performance Notifications or your Account health page.

In response to your question about approval to sell ASINs: B09V86BCXJ, B09V845V8Y, B09V84NV18, 0786967358, 078696734X, we are currently not accepting applications to sell these items. We will not be able to provide any further information at this time.

For more information, go to "Categories and products that require approval":

<https://sellercentral.amazon.com/help/hub/reference/G200333160>

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Yes

No

Thank you for selling with Amazon,

Saravanakumar T.

Amazon.com Seller Support

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MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: <http://sellercentral.amazon.com/forums>

Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

To contact us again about this issue, please use the Contact Us form in Seller Central using the following link:

<https://sellercentral.amazon.com/cu/case-dashboard/view-case?caseID=17026534181>

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Amazon Seller Support <merch.service05@amazon.com>
To: sean.m.vandenberg@gmail.com

Fri, Jan 17, 2025 at 1:24 AM



Hello from Amazon Selling Partner Support,

This is a follow up regarding the approval to sell the following ASINs: B09V86BCXJ 0786967358 B09V845V8Y B09V84NV18 078696734X that you are already selling on Amazon.

We acknowledge that you want this case to be escalated.

Please be informed that, as our catalog grows, we continuously make new determinations for which products should be restricted based on a number of factors. However as of the moment, We (Hasbro, Inc.) are not accepting applications to sell:

Other Toys & Games category in Used, Refurbished condition(s)

Other \$Dungeons & Dragons branded in New, Used, Refurbished, Collectible condition(s)

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific case.

Were you satisfied with the support provided?

Did I resolve your issue?

Yes

No

**Blatant lie.
Hasbro DOES NOT work within
Seller Support.
And — plenty of brand new sellers
on these listings...**

If you need more help with this case click below and select "Get Help" on top of the page above your case details

I need more help with this case

Thank you for selling with Amazon,

EJ Z.
Amazon.com Seller Support

To view your case details, or respond, please click https://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseID=17026534181

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Amazon Seller Support <merch.service05@amazon.com>
To: sean.m.vandenberg@gmail.com

Fri, Jan 17, 2025 at 11:55 PM



Hello from Amazon Selling Partner Support,

My name is Noemie, and I understand your concern regarding your listing that was listed before and now restricted.

We understand that you didn't agree with the resolution that was provided to you.

Please be advised that we will not be able to provide any further information at this time. And this can't be escalated to other team.

To maintain a safe and trustworthy shopping experience, certain products cannot be listed or sold on Amazon or may be subject to additional requirements because of supply chain authenticity risks.

Your account does not currently meet the criteria required to list these products due to account metrics, distribution pathways of the brand, or other factors.

If your account becomes eligible to sell this product, you will see "Apply to sell" next to the product in the "Add Products" feature in Seller Central.

For more information on Amazon policies and products that require approval, go to:

"Products that require approval":

<https://sellercentral.amazon.com/help/hub/reference/G200333160>

"Categories and products that require approval":

<https://sellercentral.amazon.com/help/hub/reference/200333160>

"Program Policies":

<https://sellercentral.amazon.com/help/hub/reference/521>

"Amazon Services Business Solutions Agreement":

<https://sellercentral.amazon.com/help/hub/reference/1791>

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific case.

Were you satisfied with the support provided?

Did I resolve your issue?

If you need more help with this case click below and select "Get Help" on top of the page above your case details

Thank you for selling with Amazon,

Noemie P.
Amazon.com Seller Support

To view your case details, or respond, please click https://sellercentral.amazon.com/gp/case-dashboard/view-case.html/ref=sc_cd_lobby_vc?caseID=17026534181

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