

Catalog SOP: Letter of Compliance

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Who is this for? This is for all individuals and sellers for those who want to know how and what to write in a Letter of Compliance.



Objective: This Standard Operating Procedure (SOP) will help you understand what is the letter of Compliance and how to write it.

What is Amazon's Compliance Documentation?

It means complying with any local, state, or federal policies related to the selling of specific items. Additionally, sellers must provide proof that their products are safe for customer use.

The letter must comply with the below minimum requirements:

1. Must be from the manufacturer, on the manufacturer's letterhead, and signed by a relevant stakeholder
2. Brief statement (1 to 2 sentences) of the reason for the recall
3. Identification of the ASIN (Amazon Standard Identification Number) and the product being requested for reinstatement.
4. How the current/incoming inventory is not subject to the recall and is compliant with all regulatory standards.
5. Must be submitted in PDF or Word document format

Amazon requires that brands submit such documents to verify product compliance. The goal is to assure customers that they are buying safe items.

Why Amazon Needed a Letter of Compliance and Where to Submit This?

Amazon may need a Letter of Compliance If our product subject to a recall (by the manufacturer, brand owner, or a government regulatory agency) is prohibited from sale on Amazon.

We need to submit this Letter of Compliance through Account Health Violations Appeal or through Seller Support by creating a case.



LETTER OF COMPLIANCE

Greetings Amazon Team,

Our product is restricted under Amazon's PCRPP restricted product policy and Amazon requires additional information concerning this issue. Since we believe that this product should not be subject to the recall, we are writing this signed letter of compliance.

1. The ASIN, UPC/EAN, and name of the product in question

ASIN: (ASIN HERE)

UPC: (UPC HERE)

Name of the product: (Name of the product HERE)

Brand name: (BRAND NAME HERE)

Manufacturer: (MANUFACTURER HERE)

Ingredients: (INGREDIENTS LIST HERE)

2. A statement of why you believe the product is not subject to the recall

Our product has been identified as a recalled product. Our product is (talk about the product here) and not under a recall. Our product is not a restricted product and the product detail page does not make any prohibited claims. We, hereby, contest Amazon's decision the recall our product. Therefore, our listing should be reinstated on the Amazon website.

3. Manufacturer logo and letterhead

