

Catalog SOP: Request A Bin Check To Amazon

10/30/2024 11:23 am CDT



Who is this for? Anyone who needs to address bin checks

Objective: Bin checks are internal reviews by Amazon. Amazon is going to look through the bin that belongs to you as a seller, or the shelf that you own. They will check if the products on hand match the product detail page, have damages/defective, wrong items or items have missing parts, etc

REQUEST A BIN CHECK TO AMAZON

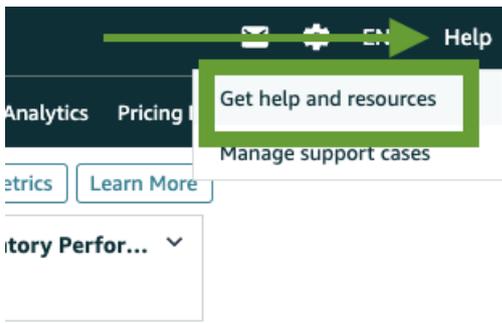
- Bin checks are internal reviews by Amazon. Amazon is going to look through the bin that belongs to you as a seller, or the shelf that you own. They will check if the products on hand match the product detail page, have damages/defective, wrong items or items have missing parts, etc.

Here are some scenarios when you can request a bin check from Amazon.

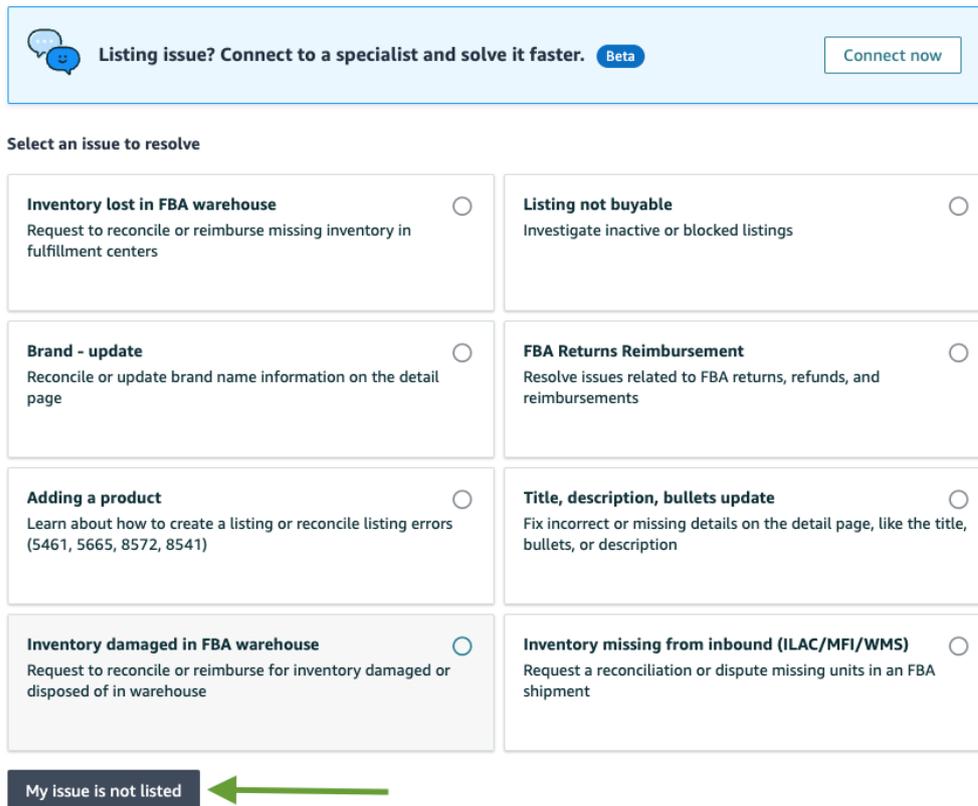
- Customer complaints about items received are incorrect or have missing parts.
- Units marked as Defective by Amazon warehouse (not from any fba return order)
- Units tagged as Expired
- Mislabeled units from shipment
- Overage units from shipment
- Any other FBA order related concerns

Note: When requesting a bin check, provide at least 3 affected fba orders to Amazon and detailed requests. (Applicable only for customer complaints for returned fba orders)

1. To request a bin check click on "Help" then click on "Get help and resources".



2. On the help page, click on “My issue is not listed”



3. Put in your request for bin check on the Dialogue box and choose “FBA related”. Include the ASIN you want to be checked.

Describe issue to route to the right support team

Include details and identifiers like ASINs, SKUs, order IDs, and case history. [See examples](#)

bin check

Don't include any personal or sensitive information ⓘ

We could not understand your issue and need more information

Please select a category so we can connect you to the right Associate

4. Then choose your contact method then click on "Send"

Contact an associate

All provided information will be included as part of your case.

Select a language

English ▼

Subject

Other FBA Issue

Contact method

Email Phone (1 minute wait) Chat (1 minute wait)

Your email

[Add CC](#)

Your number (optional, if you would like a callback)

▼

[+ Add attachments](#)