

Catalog SOP: FBA Removal Order

03/03/2025 10:55 am CST



Who is this for? Intended for Amazon sellers who want to remove their inventory from Amazon's fulfillment centers.



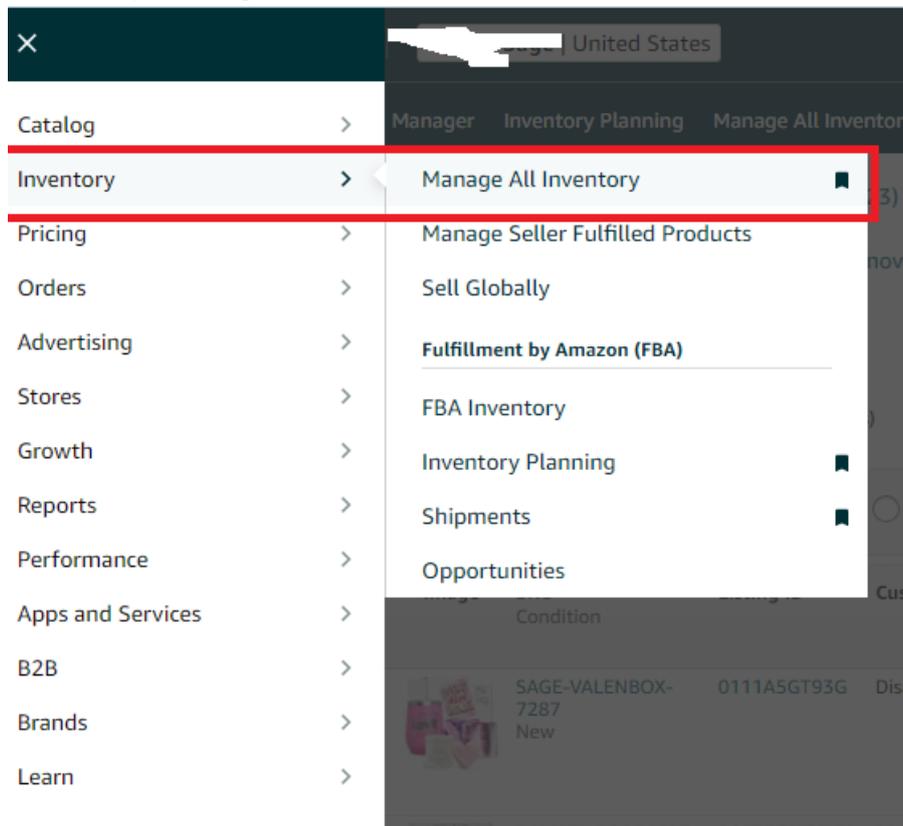
Objective: To help understand the removal order process for Amazon, including the steps involved in creating and fulfilling a removal order.

Video: [How to Create a Removal Order on Amazon and What to Do About Overstocked Inventory in 2020](#)

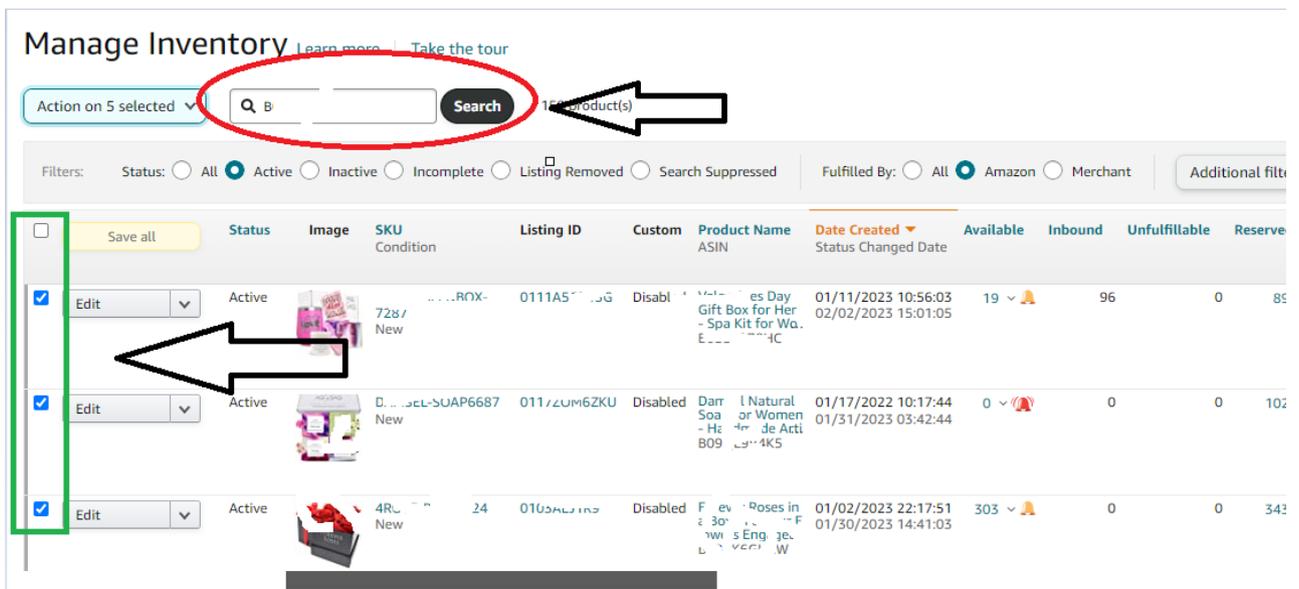
A Removal Order is an order created by an Amazon seller to have Amazon remove inventory from its fulfillment centers. This order is typically used when a seller needs to return or dispose of excess or unwanted inventory. Per-item removal fees apply. For more information, go to the help pages for [FBA removal order fees](#) and [FBA disposal order fees](#).

To remove inventory from fulfillment centers.

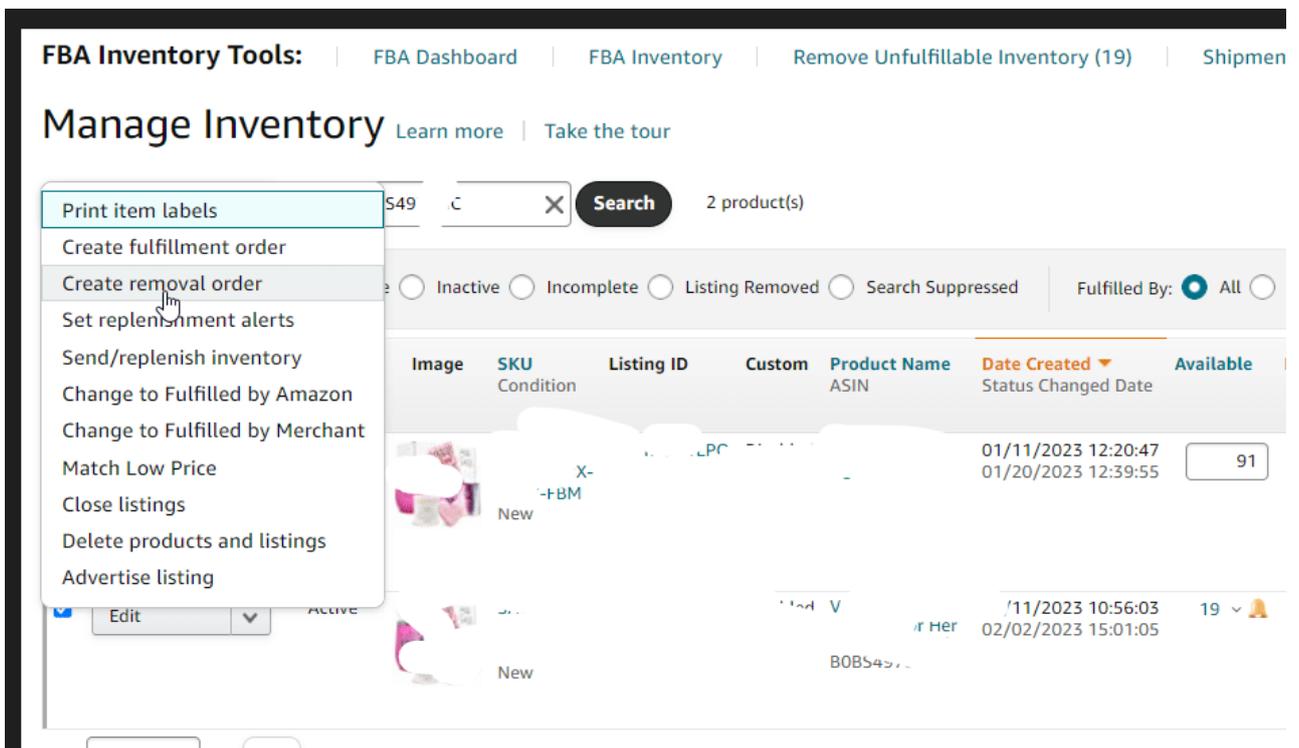
1. Inventory → Manage All Inventory.



2. Select the items you want to remove or enter the ASIN/SKU in the search box.



3. On the Action/Edit drop-down, select Create Removal Order.



4. On the [Create removal order](#) page, under Method of removal, do one of the following:

- Select **Return-to address** to have your inventory returned to your designated recipient—for example, your own warehouse, the manufacturer, or a recycling center. Enter the address where you want the inventory shipped.
- Select **Dispose** to have your inventory disposed of at the fulfillment center.
- Select **Liquidations** to liquidate and recover value from your inventory. For more information, go to [FBA Liquidations](#).

Product details	SKU	Fulfillable quantity for removal	Unfulfillable quantity for removal
 <p>1. ... Dav Gift B... for her - ... Gift for Women Gift Set, Wellness ... with Pink Wine ... , Card, Natural Soap, He... , Birth Bomb... , Susan ... - Wife ... Idea Bath Sets by ...</p> <p>ASIN: B0BS4...7BHC FNSKU: X0031...7</p>	SAFE...OX-77	19 Out of 19 units	N/A
 <p>Mr and Mrs Wine Tumbler Set - ... Mr and Mrs Coffee Mugs, ... and Bride ... , wedding gifts for ... , ... and Mrs ... , Mr and Mrs ... Glasses, ... Valentine's Gift</p> <p>ASIN: B0...XJ2...YL FNSKU: X0C2...UF...7</p>	SA...MRS-404	Out of 115 units 16 not available for removal	1 Out of 1 units 1 not available for removal
Total: 2 SKUs		Fulfillable: 19 units	Unfulfillable: 1 units

Note: Under Total inventory not available for removal, click the legend to see the reason codes and a brief description of why inventory is not available for removal.

Fulfillable inventory		Unfulfillable inventory	
Total	131 units	Total	2 units
Total available for removal	115 units	Total available for removal	1 units
Total not available for removal	16 units	Total not available for removal	1 units
Inventory in location that cannot process removals - please contact us	15 units	Inventory already scheduled for removal - no further action required	1 units
Inventory temporarily unavailable for removal as a result of an in-progress transaction or other process - please check again in a few days.	1 units		

8. Click Review (Review the order ID, method of removal, ship-to address, and the details of the selected items for removal.)

9. Confirm to complete the removal order. (If you decide not to complete the removal order, click Cancel order).

Review and confirm ✕

Removal order ID	Number of SKUs	Fulfillable quantity	Unfulfillable quantity	Removal method
23...IC2	2	19	1	Return-to Address

10. A removal order creation is successful once you receive a pop-up message that reads, "Removal order has been placed. Your order has been placed. To view the status of your order, see the [Removal order detail report](#).

the list by using the Search and add items text box.

Removal order completed



Removal order 2204141OHP has been placed

Your order has been placed. To view the status of your order, see the Removal order detail report.

Automate management for unsellable inventory

You can set up automated removals of your unsellable inventory from Amazon fulfillment centers for any value recovery program and removal service. There are new parameters you can set to exclude items from a value recovery program, and set your preferred schedule for a selected removal service.

Automated Unfulfillable Removals Settings

[Manage settings](#)

Automated Long Term Storage Removals Settings

[Manage settings](#)

[Close and return to previous page](#)

Removals can take 90 days or more to process and the shipment to leave the fulfillment center.

REMOVE INVENTORY AUTOMATICALLY

You can set up automatic removals for your inventory at Amazon fulfillment centers. You can enable removals for unsellable inventory only, for inventory subject to long-term storage fees only, or for both types of inventory.

To enable automatic removal of inventory: 1. Go to Setting → Fulfillment By Amazon 2. Click Edit → Enable 3. Select whether you want to return or dispose of the units 4. Set your schedule 5. Input all the other required information 6. Finally, click Update.

Automated unfulfillable settings		Edit
Automated unfulfillable settings Learn more	Enabled	
Value recovery options		
Return or Dispose	Return	
Return or Dispose Schedule	Once a month (on the 1st)	
Automated fulfillable inventory settings		Edit
Automated long-term storage removals settings Learn more	Enabled	
Automated removal of ASINs with no sale Learn more	Enabled	
FBA Donations program		
FBA Donations - United States Learn more	Disabled	Edit

FBA REMOVAL ORDER CLAIMS

You can file reimbursement claims for removal orders for the following reasons:

Shipment issue	Details
Received incorrect units:	You received different items than originally ordered
Missing units from shipment:	You received the incorrect number of items
Incorrectly removed as "expired:"	The items you received are labeled as expired when they are not
Entire shipment not delivered:	The entire shipment is missing
Damaged units/packaging:	The items or their original packaging that you received are damaged
Missing packaging/parts from units:	The items you received were missing original components, accessories, or packaging

NOTE: All claims must be filed within 18 months of the date the item was removed from the Amazon fulfillment network.

When filing a claims, Amazon needed the following information and documents:

- Amazon Removal Order ID
- Shipment ID and active tracking ID or proof of delivery, which the carrier can confirm from the packing slip
- ASINs/FNSKUs and quantities affected
- LPN number if available
- Images of the affected units
- Images of the affected units' product packaging
- Images of the shipping box

How to submit reimbursement for removal order claims.

1. Locate the widget by typing “*removal order*” into the search bar. **2.** Enter removal order ID or FNSKU → NEXT

Help



SEARCH RESULTS

Recommended solution

Resolve a removal order issue

Report an order issue, request reimbursement or cancel an order.

Enter removal order ID or FNSKU

Input removal order ID to resolve issues with existing removal order or input FNSKU to get help with creating a removal order.

Next

[Click here to find your removal order ID](#)

3. Select Reimbursement request → NEXT

Resolve a removal order issue

Select the issue with Removal Order ID 22042512J6

- Didn't create this removal order
- Cannot cancel this removal order
- Investigate pending or cancelled order(s)
- Reimbursement request

Back

Next

[Look up another removal or disposal order](#)
[Learn about removal and disposal orders](#)

4. Tell us the issue with your shipment and choose either one of the following options → Click Continue.

Resolve a removal order issue

Tell us the issue with your shipment

- Received incorrect unit(s)
- Missing units from shipment
- Incorrectly removed as "expired"
- Entire shipment not delivered
- Damaged unit(s)/packaging
- Missing packaging/part(s) from unit(s)

Resolve a removal order issue

You are requesting a reimbursement because you received an item that was different to that initially intended. Provide the following required information related to your issue in order for us to investigate

FNSKU or ASIN

Example:

Number of units impacted

Shipment ID

Example:

Back

Continue

[Look up another removal or disposal order](#) ›
[Learn about removal and disposal orders](#) ›

5. Click Continue and Amazon will require us to upload documents. A case will then be submitted and reviewed by the FBA team.