

# Brand Protection SOP: Retract a Report of Infringement

03/17/2025 8:17 am CDT



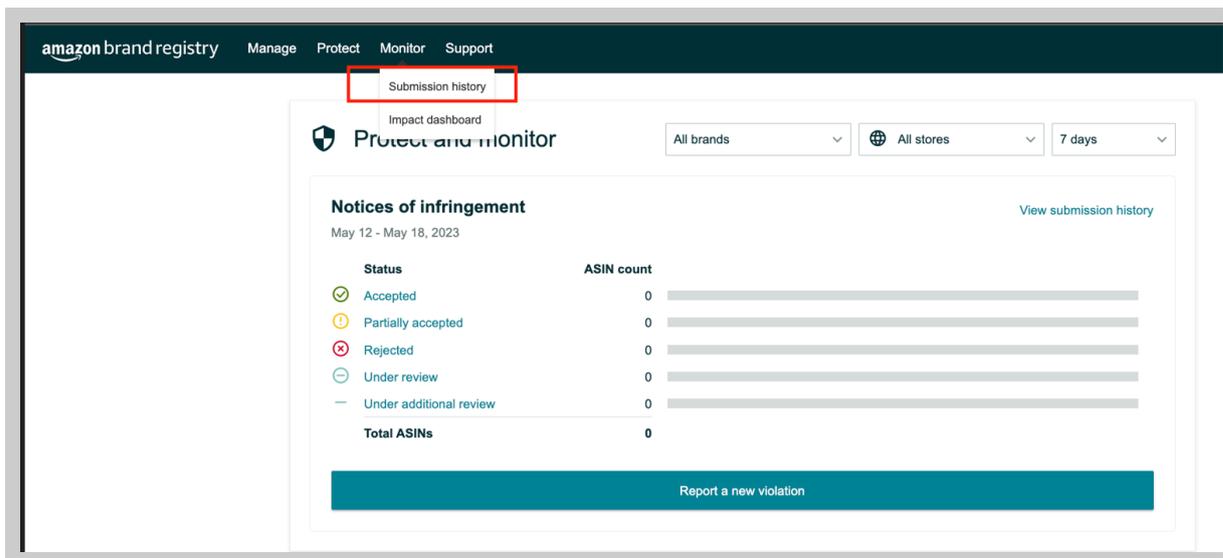
**Who is this for:** This is for brand owners who have submitted a report of infringement in error on the Amazon Brand Registry and want to retract it.



**Objective:** To guide users on how to retract a report of infringement that was submitted in error on the Amazon Brand Registry.

To retract a report of infringement that was submitted in error on the Amazon Brand Registry, follow these steps:

1. Hover to "Monitor" tab on the Amazon Brand Registry homepage.
2. Click on "Submission History."



3. Open the complaint detail.

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### Submission history [Learn more](#)

This page captures a history of all the reports you have submitted via the Report a Violation tool in the past six months. Reports or cases submitted through other channels will not be shown here.

Hide report summary

Submission summary

All brands All stores

Date range 7 days 30 days 6 months

Status summary		Submitters with not accepted reports	
Status	ASIN count	Submitter	ASIN count
Under Review	1		
Accepted	6		
Partially accepted	0		
Not accepted	10		
Under additional review	0		
Total	17		
Acceptance rate	37.50%		

Search: Search by Complaint ID, Product Title or ASIN Search

Refine by

Brands

- All brands
- See all brands
- Amazon store
- All stores
- Show all stores

Submission channel

- All submission channels
- Report a Violation

Status

Complaint ID	Report creation	Brand name	Infringement type	Submitter email	Status
1 <a href="#">Open Details</a>	May 18, 2023, 04:19 AM		Trademark: Counterfeit		Accepted

To retract or escalate a complaint, open the Complaint de

Product title	Content reported	Status
ASIN	Offers(1)	Accepted

4. Once you are on the Complaint detail dashboard, click "Retract a Complaint".

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Home > Monitor: Submission history > Complaint ID: 12 & #61

### Complaint details <sup>BETA</sup>

Status: Accepted

Date submitted: May 18, 2023, 04:19 AM

Amazon store: amazon.com

Infringement type: Trademark: Counterfeit

Brand:

Trademark: S

Contact name:

Contact email:

Submitter email:

Submitter type: Report a Violation

Additional information

We are the brand owner of this product. We are not allowing any 3rd party sales of this product and we do not provide this product to other sellers. Therefore this offer is definitely counterfeit.

Retract a complaint Escalate a compla

ASIN	Product name	Content reported	Last status update	Status
		Offers	May 18, 2023, 04:19 AM	Accepted

5. A case will be created. Monitor the case in your case log.

brandregistry.amazon.com/gp/case-dashboard/lobby.html?ref=brnav\_to\_supportcaselog

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Brand Support Case log

Contact Brand Support

Help Center

### Your Case Log

Use this page to search and view the current cases you are working on.

If you have a question that does not relate to one of your cases, visit our help page.

Select the "View Details" button to see additional information about the case and submit a report.