

Catalog SOP: Video Rejected

10/09/2024 2:39 pm CDT

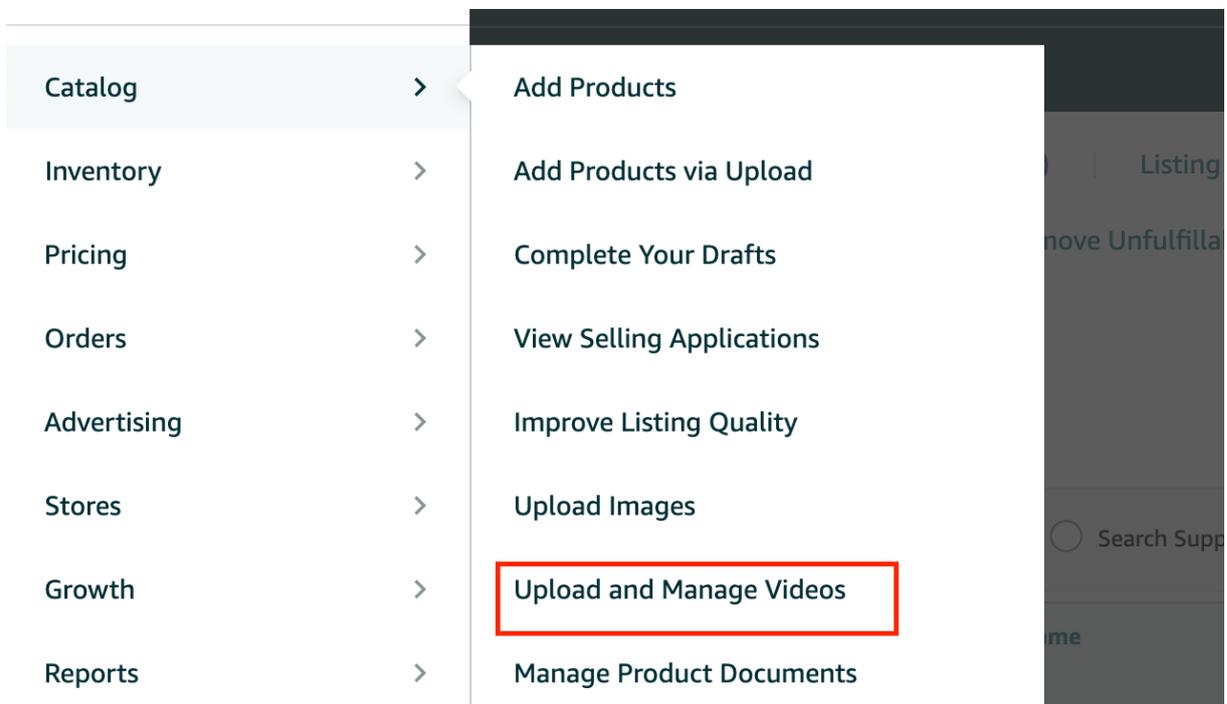


Who is this for? This is for all individuals and sellers for those who upload videos on their listing but Amazon rejects them for some reason.



Objective: This Standard Operating Procedure (SOP) will help you understand and fix the Rejected Videos by Amazon.

1. Access the “Catalog” tab from the top menu of Seller Central and select “Upload and Manage Videos” from the selection Menu.



2. Locate the rejected video and see the rejection reason. Identify the specific issue(s) mentioned in the rejection notice, such as technical problems, content violations, or formatting errors. Cross-reference the rejection reasons with Amazon's video guidelines and policies to gain a clear understanding of the violations.

amazon seller central Crystal Peaks Nutrition | United States English Search Messages | Help | Settings

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Video rejected [Community Guidelines](#) X

Your video was rejected for the following reason(s):

1. The video contains adult products, or offensive content such as nudity, sexually suggestive content or provocative imagery.

Please correct any issues and resubmit for review by uploading a new video. For any questions, see our [Community Guidelines](#).

Edit video
Where will my video appear?
Help



Title * ▲ 63/60

Diabetic GlucoReg Blood Sugar Support (Crystal Peaks Nutrition)

Less than 60 characters is recommended

ASINs *

Brand Non-brand

B081V5GVQG X

Separate ASIN by spaces, commas, semi-colons, or returns

Thumbnail *



Back to video library

3. Resolve content violations:

- a. In case the rejection is due to content violations, identify the specific content elements that violate Amazon's guidelines.
- b. Modify the video content to remove any prohibited elements, such as explicit language, misleading claims, or copyright infringement. Refer to [community guidelines](#) in seller central help page for additional details .
- c. If required, consult with Amazon's Seller Support for clarification on any specific content concerns.

4. Resubmit the video for review once the necessary changes have been made.

5. If you think that the video has been rejected in error, you may [contact seller support](#) and provide the video identifier (Video ID).

6. In order to find the video identifier (Video ID):

Browser tabs: Inbox (10) - saba... x | MyAmazonGuy - x | Current Clients M... x | Credentials - My... x | Amazon x | Campaigns | Am...

Address bar: <https://sellercentral.amazon.com/creatorhub/video/02edba61ec7744d6823b2a6594431578>

Navigation: Apps | Gmail | SC | VC | Asana | Veem | TD | C&C | Team | Appeals | Steven Posts | H10 | Org Chart

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Note: It is important to adhere to Amazon's guidelines and policies when creating and uploading videos. Regularly reviewing and updating your videos based on Amazon's guidelines will help increase the chances of approval and improve the overall quality of your product listings on the platform.