

Catalog SOP: Product Condition Customer Complaints (USED SOLD AS NEW)

10/09/2024 3:02 pm CDT



Who is this for? This is for the warehouse staff, packagers, and management team who are responsible for ensuring that the products are packaged and shipped in good condition, and to prevent customer complaints related to product condition.



Objective: To prevent customer complaints related to the product condition caused by packaging and shipping issues.

This issue is caused by customer complaints who received used products. The complaint will show up on the account health page:

Performance

Seller Fulfilled	Fulfilled by Amazon
0% 0 of 37 orders 60 days	0% 0 of 6,283 orders 60 days

Two of three different metrics:

0%	0%
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Items

0%	0%
0%	0%

[View details](#)

Policy Compliance

Target: 0 Issues

Account Health Rating ^{Beta} Good

Fulfilled by Seller and Amazon

Suspected Intellectual Property Violations	0
Received Intellectual Property Complaints	0
Product Authenticity Customer Complaints	0
Product Condition Customer Complaints	1
Food and Product Safety Issues	0
Listing Policy Violations	0
Restricted Product Policy Violations	0
Customer Product Reviews Policy Violations	0
Other Policy Violations	0

[View all \(1\)](#)

Policy Violation Warnings: 0

Shipping Performance

Late Shipment Rate Target: under 4%
Pre-fulfillment Cancel Rate Target: under 2.5%
Valid Tracking Rate Target: over 95%

[View details](#)

When you click on **PRODUCT CONDITION CUSTOMER COMPLAINTS**, you will be able to see details of the issue.

listings associated with your account that violate Amazon policy. View a full list of our policies for more detail.

[Seller Forums: ask other Sellers and Amazon](#)

New After starting an Appeal, you can search for additional listing violations that can be grouped into the same appeal.

Reason	Date	What was impacted?	Action Taken	Next Steps
Product Condition Complaint - Expedited	May 31, 2022	Hydrolyzed Multi-Collagen Supplement for Women by Mother Nutrient — 5 Types of Collagen Peptides — Odorless and Tasteless Natural Hydrolyzed Collagen Formula — 45-Day Supply (90 Capsules)	Listing at risk of removal	View appeal

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Sort by Date: Most recent - oldest

25 per page

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[Seller Forums](#): ask other Sellers and Amazon

New After starting an Appeal, you can search for additional listing violations that can be grouped into the same appeal.

Reason	Date	What was impacted? ASIN	Action Taken	Next Steps Help me address these issues
Product Condition Complaint - Expired	May 31, 2022	Hydrolyzed Multi-Collagen Supplement for Women by Mother Nutrient — 5 Types of Collagen Peptides — Odorless and Tasteless Natural Hydrolyzed Collagen Formula — 45-Day Supply (90 Capsules)	Listing at risk of removal	View appeal

Customer Complaint Summary: The expiration date on the product is around 2 months from today.

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Try to find out the root cause of the problem and update the template below accordingly.

USN

product arrived in packaging that had been previously opened or repackaged or appeared used item arrived with scratches, scuffs, or other markings such as fingerprints or smudges

WORKED SEVERAL TIMES

1. We have not checked all products we received from the manufacturer. Some products arrive with bad packaging that seems like it had been previously opened or repackaged or appeared used because of the lack of proper protective shipping equipment.
2. They did not package each item properly as we shipped it to customers causing damages to its outer packaging during shipment to the customers.
3. Lack of proper packaging and protective shipping material caused items to arrive with scratches, scuffs, or other markings such as fingerprints or smudges.
4. This lack of quality control process and care led to the products arriving in opened or used packaging, or with signs of use such as scratches, dirt, or scuffs.

Preventive actions we have taken to prevent future complaints:

1. We responded to all customer complaints and issued a full refund or free replacement.
2. We audited our catalog to ensure all listings are solid and in the proper condition and all of them have proper packaging.
3. We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about products being received as used items due to potential defects caused by the shipping process while being shipped from our warehouse to the buyer.
4. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again. We restocked protective materials such as bubble wrap, and scratch-resistant papers which go over our products before shipping them to customers.
5. We as a company have reviewed all of Amazon's policies, paying special attention to the item condition policies to ensure our policies match and exceed Amazon's guidelines.
6. We have taken the extra step to order fragile stickers to put on our packages to ensure our postal carrier does not damage the products, and we have communicated this to our carrier representative as well. This will ensure the products will not be damaged during the shipment to warehouses or customers.
7. Management will routinely check and audit the shipment process to ensure all in-house rules and Amazon rules and regulations are being followed.

8. We take all responsibility for this incident and we have learned from this issue. We confirm this will never happen again in the future.

Dear Amazon Team,

We are confident that the information provided is sufficient in addressing the issue which caused the complaint and addressing our plan to correct the issue and make sure it does not happen again. We appreciate your support to help us keep selling on Amazon. We offer a great level of shopping experience to our customers and try to do our best on Amazon. Please review our appeal and reinstate our listing.

UPDATED:

Root causes of the issue:

1. We have not checked all products we received from the manufacturer. Some products arrive with bad packaging that seems like it had been previously opened or repackaged or appeared used because of the lack of proper protective shipping equipment.
2. They did not package each item properly as we shipped it to the FBA warehouses causing damages to its outer packaging during shipment to the FBA warehouses and customers.
3. Lack of proper packaging and protective shipping material caused items perceived as previously opened or repackaged or appeared used because of the lack of proper protective shipping equipment.
4. This lack of quality control process and care led to the products arriving in previously opened or repackaged, or appeared used condition.

Preventive actions we have taken to prevent future complaints:

1. We have responded to all customer complaints and issued a full refund or free replacement. We have taken care of all the problems our customers had.
2. We have checked all of our inventory in the warehouse. We have reviewed all products for possible damages. We have sidelined the damaged products. We will return them to the manufacturer. We have noticed some defects with some packages. We are going to update our inventory and list them as used products.
3. We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about products being received as used items due to potential defects caused by the shipping process while being shipped from our warehouse to the FBA warehouses and the buyers.

We have created a checklist to pick and pack the products. All employees have to follow simple but effective instructions while packing the products to prevent damage during the shipment.

- If the product is fragile, use bubble wrap.
- If the product is fragile, put a fragile sticker on it.
- If the product is heavy, use an outer carton.
- If the product is heavy, make sure the taping is proper. If not, use more taping to secure the carton.

This will ensure the products will not get damaged during the shipment.

4. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these

issues will not happen again. We restocked protective materials such as bubble wrap, and scratch-resistant papers which go over our products before shipping them to the FBA warehouses.

5. We as a company have reviewed all of Amazon's policies, paying special attention to the item condition policies to ensure our policies match and exceed Amazon's guidelines.

6. We have taken the extra step to order fragile stickers to put on our packages to ensure our postal carrier does not damage the products, and we have communicated this to our carrier representative as well. This will ensure the products will not be damaged during the shipment to warehouses or customers.

7. Management will routinely check and audit the shipment process to ensure all in-house rules and Amazon rules and regulations are being followed.

8. We take all responsibility for this incident and we have learned from this issue. We confirm this will never happen again in the future.

Dear Amazon Team,

We are confident that the information provided is sufficient in addressing the issue which caused the complaint and addressing our plan to correct the issue and to make sure it does not happen again. We appreciate your support to help us keep selling on Amazon.

ARRIVED DIRTY

Cause of Issue:

We have not checked all products we received from the manufacturer. Some products have defective packaging causing the products to arrive in a dirty or soiled condition.

Some products arrive with bad packaging that seems like it had been previously opened or repackaged or appeared used because of the lack of proper protective shipping equipment.

Our shipping department did not take proper care in handling or shipping the products. Since we pack and prepare the foams in our warehouse, our items have arrived with scratches, scuffs, or other markings such as fingerprints or smudges to the customers.

They did not package each item properly as we shipped it to FBA causing damages to its outer packaging during shipment to Amazon warehouses or the customers.

This lack of quality control process and care led to the products arriving in opened or used packaging, or with signs of use such as scratches, dirt, or scuffs.

How did we deal with existing issues?

We responded to all customer complaints and issued a full refund or free replacement.

We audited our catalog to ensure all listings are solid and in the proper condition and all of them have proper packaging.

We have opened a BIN CHECK request with Amazon to ensure that all items under ASIN: B08KHJHS42 are in good and sellable condition, given the customer's complaints. Any that are determined to be in poor condition we will have returned. ID: 7915137631.

How to prevent future issues:

We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about products being received as used items due to potential defects caused by the shipping process while being shipped from our warehouse to the Amazon warehouse or from the Amazon warehouse to the buyer. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again. We restocked protective materials such as bubble wrap, and scratch-resistant papers which go over our products before shipping them to Amazon warehouses.

We as a company have reviewed all of Amazon's policies, paying special attention to the item condition policies to ensure our policies match and exceed Amazon's guidelines. Our catalog listing team has thoroughly examined the product detail pages of not only this ASIN in question but all of our products. Our product detail pages meet Amazon's guidelines in the listing description, are accurately described, and leave no ambiguity in regard to the customer experience.

We have taken measures that clearly outline our shipping policies and procedures in a clearly assessable way for all employees, in accordance with our shipping and packaging policies and Amazon Guidelines.

We have taken the extra step to order fragile stickers to put on our packages to ensure our postal carrier does not damage the products, and we have communicated this to our carrier representative as well. This will ensure the products will not be damaged during the shipment to warehouses or customers.

Management will routinely check and audit the shipment process to ensure all in-house rules and Amazon rules and regulations are being followed.

Amazon: We are confident that the information provided is sufficient in addressing the issue which caused the complaint and addressing our plan to correct the issue and to make sure it does not happen again. Please review our appeal and reinstate our listing.

DIRT, USED

Cause of Issue:

We have not checked all products we received from the manufacturer. Some products have defective packaging.

Some products arrive with bad packaging because of the lack of proper protective shipping equipment.

Our shipping department did not take proper care in handling or shipping the products.

They did not bubble wrap each item as we shipped it to FBA causing damages during shipment to Amazon warehouses or the customers.

This lack of quality control process and care led to the products arriving in opened or used packaging, or with signs of use such as scratches, dirt, or scuffs.

How did we deal with existing issues?

We responded to all customer complaints and issued a full refund or free replacement.

We audited our catalog to ensure all listings are solid and in the proper condition and all of them have proper packaging.

We have opened a BIN CHECK request with Amazon to ensure that all items under ASIN: B08KHJHS42 are in good and sellable condition, given the customer's complaints. Any that are determined to be in poor condition we will have returned. ID: 7915137631.

How to prevent future issues:

We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about products being received as used items due to potential defects caused by the shipping process while being shipped from our warehouse to the Amazon warehouse or from the Amazon warehouse to the buyer. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again. We restocked protective materials such as bubble wrap, and scratch-resistant papers which go over our products before shipping them to Amazon warehouses.

We as a company have reviewed all of Amazon's policies, paying special attention to the item condition policies to ensure our policies match and exceed Amazon's guidelines. Our catalog listing team has thoroughly examined the product detail pages of not only this ASIN in question but all of our products. Our product detail pages meet Amazon's guidelines in listing descriptions, are accurately described, and leave no ambiguity in regard to the customer experience.

We have taken measures that clearly outline our shipping policies and procedures in a clearly assessable way for all employees, in accordance with our shipping and packaging policies and Amazon Guidelines.

We have taken the extra step to order fragile stickers to put on our packages to ensure our postal carrier does not damage the products, and we have communicated this to our carrier representative as well. This will ensure the products will not be damaged during the shipment to warehouses or customers.

Management will routinely check and audit the shipment process to ensure all in-house rules and Amazon rules and regulations are being followed.

Amazon: We are confident that the information provided is sufficient in addressing the issue which caused the complaint and addressing our plan to correct the issue and to make sure it does not happen again. Please review our appeal and reinstate our listing

PRODUCT ARRIVED IN PACKAGING THAT HAD BEEN PREVIOUSLY OPENED OR REPACKAGED OR APPEARED USED

Cause of Issue:

We have not checked all products we received from the manufacturer. Some products have defective packaging.

Some products arrive with bad packaging because of the lack of proper protective shipping equipment.

Our shipping department did not take proper care in handling or shipping the products.

They did not bubble wrap each item as we shipped it to FBA.

This lack of quality control process and care led to the products arriving in opened or used packaging.

How did we deal with existing issues?

We responded to all customer complaints and issued a full refund or free replacement.

We audited our catalog to ensure all listings are solid and in the proper condition and all of them have proper packaging.

We have opened a BIN CHECK request with Amazon to ensure that all items under ASIN: B08F8HJ7G2 are in good and sellable condition, given the customer's complaints. Any that are determined to be in poor condition we will have returned. ID: 7909885861.

How to prevent future issues:

We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about products being received as used items due to potential defects caused by the shipping process while being shipped from our warehouse to the Amazon warehouse or from the Amazon warehouse to the buyer. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again. We restocked protective materials such as bubble wrap, and scratch-resistant papers which go over our products before shipping them to Amazon warehouses.

We as a company have reviewed all of Amazon's policies, paying special attention to the item condition policies to ensure our policies match and exceed Amazon's guidelines. Our catalog listing team has thoroughly examined the product detail pages of not only this ASIN in question but all of our products. Our product detail pages meet Amazon's guidelines in listing descriptions, are accurately described, and leave no ambiguity in regard to the customer experience.

We have taken measures that clearly outline our shipping policies and procedures in a clearly assessable way for all employees, in accordance with our shipping and packaging policies and Amazon Guidelines.

We have taken the extra step to order fragile stickers to put on our packages to ensure our postal carrier does not damage the products, and we have communicated this to our carrier representative as well. This will ensure the products will not be damaged during the shipment to warehouses or customers.

Management will routinely check and audit the shipment process to ensure all in-house rules and Amazon rules and regulations are being followed.

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MISSING OR BROKEN SEAL, WITHOUT PROTECTIVE COVER

Cause of Issue:

We have not checked all products we received from the manufacturer. Some products have a defective protective cover or missing it as a manufacturing defect.

Some products arrive with a missing or broken seal because of the lack of proper packaging.

Our shipping department did not take proper care in handling or shipping the products.

They did not bubble wrap each item as we shipped it to FBA.

This lack of packaging and care led to missing or broken seal complaints.

How did we deal with existing issues?

We responded to all customer complaints and issued a full refund or free replacement.

We audited our catalog to ensure all listings are solid and in the proper condition and all of them have proper seals and protective covers.

We have opened a BIN CHECK request with Amazon to ensure that all items under ASIN: B07CGZCXTF are in good and sellable condition, given the customer's complaints. Any that are determined to be in poor condition we will have returned. ID: 7900944281.

How to prevent future issues:

We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about products being received as used items due to potential defects caused by the shipping process while being shipped from our warehouse to the Amazon warehouse or from the Amazon warehouse to the buyer. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again. We restocked protective materials such as bubble wrap, and scratch-resistant papers which go over our products before shipping them to Amazon warehouses.

We as a company have reviewed all of Amazon's policies, paying special attention to the item condition policies to ensure our policies match and exceed Amazon's guidelines. Our catalog listing team has thoroughly examined the product detail pages of not only this ASIN in question but all of our products. Our product detail pages meet Amazon's guidelines in listing descriptions, are accurately described, and leave no ambiguity in regard to the customer experience.

We have taken measures that clearly outline our shipping policies and procedures in a clearly assessable way for all employees, in accordance with our shipping and packaging policies and Amazon Guidelines.

We have taken the extra step to order fragile stickers to put on our packages to ensure our postal carrier does not damage the products, and we have communicated this to our carrier representative as well. This will ensure the products will not be damaged during the shipment to warehouses or customers.

Management will routinely check and audit the shipment process to ensure all in-house rules and Amazon rules and regulations are being followed.

Amazon: We are confident that the information provided is sufficient in addressing the issue which caused the complaint and addressing our plan to correct the issue and to make sure it does not happen again. Please review our appeal and reinstate our listing
