

Catalog SOP: Product Condition Customer Complaints (Expired)

10/09/2024 3:05 pm CDT



Who is this for? This is for employees in charge of quality control, warehouse management, and shipping departments in a company that sells products on Amazon or other online marketplaces.



Objective: To provide a Standard Operating Procedure (SOP) for addressing customer complaints about product conditions, specifically regarding expired products or products without a printed or labeled expiration date on the packaging.

This issue is caused by customer complaints who received expired 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%
0%	0%

View details

Policy Compliance

Account Health Rating ^{Beta} Good
Target: 0 Issues

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 - 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

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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.

UPDATED VERSION

Use this version

WORKED

The root cause of the issue:

1. Improper storage techniques and lack of quality checks being performed before shipping the items which caused us to ship an expired item to a customer.
2. Our warehouse staff failed to store items in a way that allowed for easy viewing of important details like expiration dates.
3. Lack of proper packing practices allowed an expired item to be shipped out without being noticed by our shipping team.

The actions you have taken to resolve the issue:

1. We have implemented new shipping procedures and thoroughly educated our staff on the new procedures
2. We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about expired products being received due to potential defects caused by the shipping process. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again.
3. 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. We have disposed the products that are near or past their expiration date.
4. 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.

The steps you have taken to prevent the issue going forward:

1. Our warehouse team will carefully review all items that are sitting in our warehouse and remove any units that are close to their expiration date.
2. All new products that are coming from our supplier into our warehouse will be verified that all units receiving are in sellable condition with a future expiration date.
3. When a customer purchases our products, our warehouse staff will verify that the unit purchased is not near or past the product's expiration date before it is shipped out to the customer.
4. With our new quality control procedure in place, this will prevent issues going forward.

NO PRINTED EXP DATE

The root cause of the issue:

1. Our products did not have an expiration date printed on the packaging. We did not check the products we

received from the manufacturer. There might be defects with some packages and labels.

2. Therefore, we received a customer complaint that we did not have a printed or labeled expiration date on the packaging.

The actions you have taken to resolve the issue:

1. We have implemented new shipping procedures and thoroughly educated our staff on the new procedures. We will check all packages we receive from the manufacturer and confirm it has an expiration date on the packaging.

2. We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about expired products being received due to potential defects caused by the shipping process. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again.

3. 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.

4. 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.

The steps you have taken to prevent the issue going forward

1. Our warehouse team will carefully review all items that are sitting in our warehouse and remove any units that do not have an expiration date or are close to their expiration date.

2. All new products that are coming from our supplier into our warehouse will be verified that all units received are in sellable condition.

3. When a customer purchases our products, our warehouse staff will verify that the unit purchased is not near or past the product's expiration date before it is shipped out to the customer.

4. With our new quality control procedure in place, this will prevent issues going forward.

APPEAL 2

item did not have a printed or labeled expiration date on the packaging:

Greetings Amazon,

We have received a violation notification "item did not have a printed or labeled expiration date on the packaging". This claim is completely false since all of our products have an expiration date printed at the back of the packages (see attached live photos EXP-1.jpg and EXP-2.jpg, the expiration date is printed on the white background, EXP stands for expiration date while MFD stands for manufacturing date).

We have created a bin check request to have Amazon check our inventory in the warehouses (see case id: 7941069101). We are completely sure that all of our products have expiration dates and none of them is past or even close to its expiration date.

Please see attached images (UPC-1.jpg, 001.jpg, 002.jpg, 003.jpg). They are the actual photos of the same products that were sent to Amazon FBA warehouses. You could see that the expiration date is printed on the back of the packaging and it is 12.2021 (December 2021). Some customers may confuse the expiration date with the manufacturing date.

We take customer complaints seriously and respond to all complaints and requests from buyers. It is often that customers choose false reasons for their returns. We are willing to provide any additional info Amazon requires.

Best regards,

APPEAL

AL-MARK:

Greetings Amazon,

We have received a violation notification "because of buyer complaints that the item they received from you was close to, or past, its expiration date". This claim is completely false since we review and check every single product prior to shipping to Amazon warehouses. The expiration date for all of our products in Amazon warehouses is almost after 1 year.

We have created a bin check request to have Amazon check our inventory in the warehouses (see case id: 7941069101). We are completely sure that none of our products is past or even close to its expiration date.

Please see attached images. They are the actual photos of the same products that were sent to Amazon FBA warehouses. You could see that the expiration dates are: 12.2021 (December 2021).

We take customer complaints seriously and respond to all complaints and requests from buyers. It is often that customers choose a false reason for their returns. We are willing to provide any additional info Amazon requires.

Best regards,

TAKE RESPONSIBILITY

The root cause of the issue

1. We have received a complaint from a customer that received a product that was near or past its expiration date.
2. This was a mistake created by our warehouse as they were unaware of the expiration date of the product before it was shipped out to the customer.
3. The expiration date is located on the bottle and is visible to both our team and customers.

The actions you have taken to resolve the issue

1. We have completed an audit in our warehouse to check for any products that are expired or close to their expiration date.
2. Each unit that exists in our warehouse has been carefully reviewed.
3. We have disposed of any products found that are near or past their expiration date.
4. We have also addressed the issue with the customer in regard to the expired product that the customer has received.

The steps you have taken to prevent the issue going forward

1. Our warehouse team will carefully review all items that are sitting in our warehouse and remove any units that are close to their expiration date.

2. All new products that are coming from our supplier into our warehouse will be verified that all units received are in sellable condition.
3. When a customer purchases our products, our warehouse staff will verify that the unit purchased is not near or past the product's expiration date before it is shipped out to the customer.
4. With our new quality control procedure in place, this will prevent issues going forward.

Thank you for taking the time in reviewing our case.

TAKE RESPONSIBILITY 2

Greetings Amazon Safety Policy Team,

1. Improper storage techniques and lack of quality checks being performed before shipping items caused us to ship an expired item to a customer.
2. Our warehouse staff failed to store items in a way that allowed for easy viewing of important details like expiration dates.
3. Lack of proper packing practices allowed an expired item to be shipped out without being noticed by our shipping team.
4. We have implemented new shipping procedures and thoroughly educated our staff on the new procedures
5. We have requested a manual inventory check (case id: 7650597351) by Amazon to make sure all items in the Amazon FBA warehouses meet the requirements of Amazon policies.
6. We have had a warehouse-wide meeting with the warehouse division informing the packagers that there were complaints about expired products being received due to potential defects caused by the shipping process. We reviewed their shipping and packaging processes and reinforced our shipping policies to ensure that these issues will not happen again.
7. 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.
8. 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.
9. We have a quality control employee who now inspects every order for the following elements:

A: To verify order details.

B: To verify the correct shipping address is being used for the order.

C: To verify the SKU and model to ensure the correct product is being shipped.

D: To examine the product and its packaging to make sure that all of the products are of good quality and not expired

F: To ensure the proper packaging and protective materials were used and secured to ensure no damage during transit.

G: To ensure proper pickup and handling by the warehouse staff and shipping carrier.

1. We have taken measures that clearly outline our shipping policies and procedures in a clearly assess-able way for all employees, in accordance with our shipping and packaging policies and Amazon Guidelines. This will ensure that employees fully understand the review process before shipment. This will also stop any future shipments containing expired products.

2. We respond to buyer messages quickly, provide an immediate resolution to their concerns, and provide free returns, and free replacements of all orders.

We understand that shipping an expired product is a serious violation. Cariansbistro is confident that these new changes will ensure this mistake never happens again. We have fully outlined and detailed the issues causing the complaints, the steps we took to resolve the complaints, and the actions taken to prevent future complaints. We are certain that these actions and information are sufficient in terms of reactivating ASIN B08D3NV4GZ.
