

FBA Returns and Reimbursements

04/30/2025 3:19 pm CDT

Overview

Amazon provides reports on items that have been returned to FBA by the customer. The report details the quantity returned and the disposition of the item. Amazon also provides a report for reimbursements that detail the quantity reimbursed, the amount reimbursed, and the reason for the reimbursement.

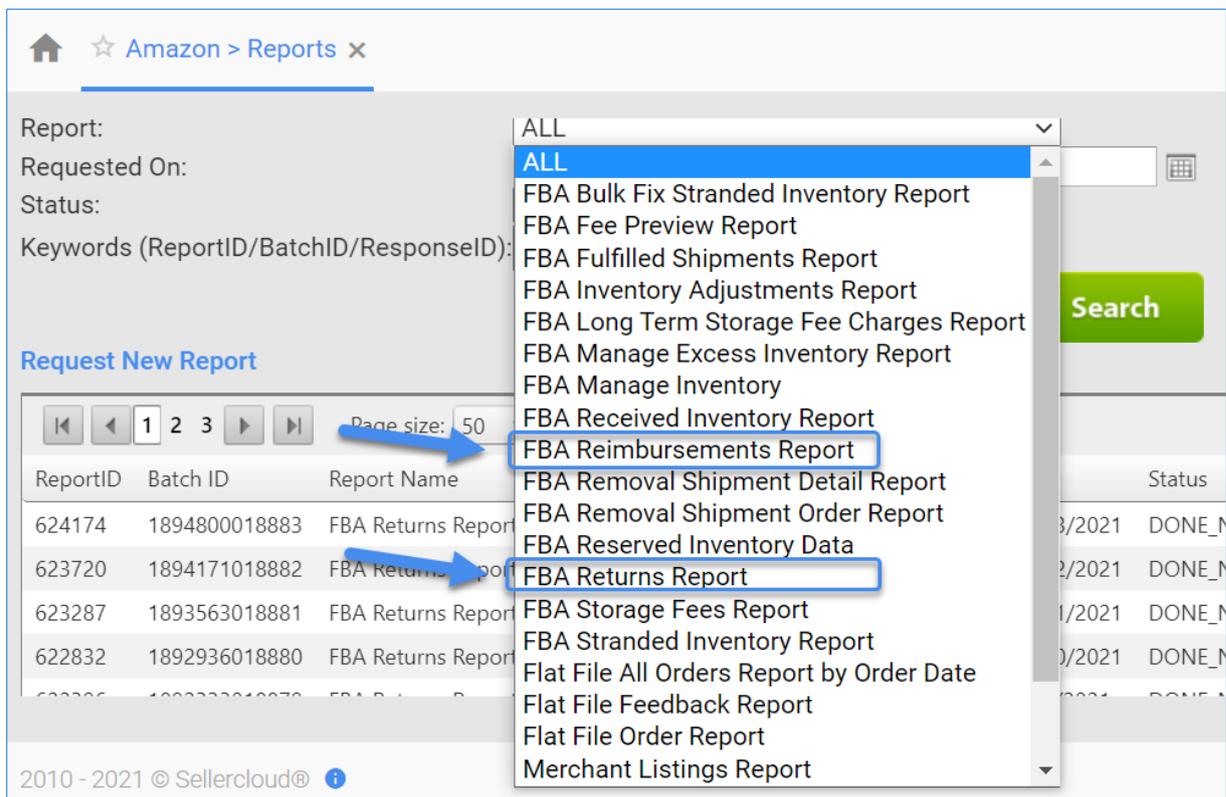
Payment, commission refunds, and other fees are applied separately to the order based on the **Amazon Settlement Report**. Likewise, the actual quantity in your FBA warehouse is set independently based on the **FBA Inventory Report**.

Note that Amazon will reimburse your account when an item is returned with a disposition for which Amazon takes responsibility. Learn more about them in the table [below](#).

Open FBA Reports

To open an **FBA Return Report** or **FBA Reimbursements Report**:

1. Go to **Settings > Companies > Manage Companies** > Open a company.
2. From the **Toolbox**, go to **Channels > Amazon Settings > Reports**.
3. A new page will open. From the **Reports** field, select either:
 - a. **FBA Returns Report**
 - b. **FBA Reimbursements Report**
4. Click **Search**.
5. The grid will populate with the chosen reports. To open a report, click on its **ReportID**.



FBA Returns and Reimbursements Dispositions

The possible dispositions and their explanations (sourced from Amazon) are explained in the table below. Note that the disposition and the return quantity will display in the order notes. Learn more about Amazon’s FBA customer returns policy [here](#).

COLUMN	DESCRIPTION
SELLABLE	The unit was returned to stock and is available for purchase.
DAMAGED	Amazon takes responsibility for the damage and compensates you based on its FBA Lost and Damaged Inventory Reimbursement Policy . Ownership is transferred to Amazon.
CUSTOMER DAMAGED	The unit was returned to stock as unsellable . This does not necessarily mean that the item itself is damaged (for example, external packaging may have been opened), but it cannot be sold again in this condition. When this happens the customer is refunded, but the unit stays in your inventory as unsellable . You may request to have the unit returned to you.
DEFECTIVE	The unit is returned to stock as unsellable . The unit is either obviously damaged or the customer has stated that it is faulty. The customer is refunded, but the unit stays in your inventory as unsellable . You may request to have the unit returned to you. Learn more about creating Removal Orders
CARRIER DAMAGED	Amazon takes responsibility for the damage. Ownership is transferred to Amazon. Amazon compensates you based on its FBA Lost and Damaged Inventory Reimbursement Policy .
EXPIRED	Units that are within 50 days of the expiration date may be set aside as unsellable and eventually removed for disposal by Amazon. Units that have been disposed of will not be available for return. You may request to have expired units returned to you if they have not yet been discarded.

How Does Sellercloud Apply the Return and Reimbursement Data to the FBA Order?

Sellercloud pulls FBA Return and Reimbursement reports and applies data to orders in the following manner:

- If the Return Disposition is **SELLABLE**, the item cost is zeroed out on orders as soon as the Return Report is retrieved.
- If the Return Disposition is **DAMAGED/CARRIER DAMAGED** the item cost is adjusted on orders based on the reimbursement amount in the Reimbursement Report.
- If the Disposition is **CUSTOMER DAMAGED/DEFECTIVE/EXPIRED**, the item cost remains as is.

Amazon Returns

Amazon provides reports on items that have been returned to FBA by the customer. The report details the quantity returned and the disposition of the item.

The report is stored under Amazon Settings > Reports > select FBA Returns.

The possible dispositions and their explanations (sourced from Amazon) are explained in the table below. Note that the disposition and the return quantity will display in the order notes. Learn more about Amazon's FBA customer returns policy [here](#).

SELLABLE	The Unit was returned to stock and is available for purchase.
DAMAGED	Amazon takes responsibility for the damage. Ownership transferred to Amazon. Amazon compensates you based on the FBA Lost and Damaged Inventory Reimbursement Policy .
CUSTOMER DAMAGED	The Unit was returned to stock as "unsellable." This does not necessarily mean that the item itself is damaged (for example, external packaging may have been opened), but it cannot be sold again in this condition. When this happens the customer is refunded, but the Unit stays in your inventory as "unsellable." You may request to have the Unit returned to you.
DEFECTIVE	The Unit was returned to stock as "unsellable." The Unit is either obviously damaged or the customer stated that it is faulty. The customer is refunded, but the Unit stays in your inventory as "unsellable." You may request to have the unit returned to you. Learn more about creating Removal Orders
CARRIER DAMAGED	Amazon takes responsibility for the damage. Ownership transferred to Amazon. Amazon compensates you based on the FBA Lost and Damaged Inventory Reimbursement Policy .
EXPIRED	Units that are within 50 days of the expiration date may be set aside as Unsellable and eventually removed for disposal by Amazon. Units that have been disposed of will not be available for return. You may request to have expired Units returned to you if they have not been disposed of.

Amazon Reimbursements

Amazon will reimburse your account when an item is returned with a disposition for which Amazon takes responsibility. Amazon provides a report for reimbursements that detail the qty reimbursed, the amount reimbursed, and the reason for the reimbursement.

The report is stored under Amazon Settings > Reports > select FBA Reimbursements.

How does Sellercloud apply the Return and Reimbursement data to the FBA order?

Sellercloud pulls the FBA Return and Reimbursement reports and applies the data to the order in the following manner:

- If the Return Disposition is SELLABLE the item cost is zeroed out on the orders P&L tab as soon as the Return Report is retrieved.
- If the Disposition is DAMAGED/CARRIER DAMAGED the item cost is adjusted on the orders P&L tab based on the reimbursement amount in the Reimbursement Report.
- If the Disposition is CUSTOMER DAMAGED/DEFECTIVE/EXPIRED the item cost remains as is.

The disposition and return qty are displayed in the order notes. If the disposition is sellable the Qty Returned field will update on the order.

- Select an Action - Go

2/26/2016 2:20:15 AM
 Product FBA Returned.
 Qty=1
 Reason: JEWELRY_TOO_SMALL
 Disposition: SELLABLE
 Status=Unit returned to inventory
 Return Date: 2/25/2016 8:01:34 PM
 Created By: System

[View All Notes](#)

Unit Price	Qty	QtyReturned	Subtotal
\$100.92	1	1	\$100.92

Please Note: This report only deals with the qty returned and item cost. Payment, commission refunds, and other fees are applied separately to the order based on the Amazon Settlement Report. Likewise, the actual qty in your FBA warehouse is set independently based on the FBA Inventory report.
