

Get Reimbursed for your FBA errors!

Professional FBA troubleshooting for sellers in one simple tool!



What's the problem?

Complex logistics processes and continuous movement of goods lead to errors.

For example, damaged items, items that disappear, incorrect FBA fees or errors occurring during inbound shipments.

In these cases, sellers can make corresponding claims for reimbursement.

However, such errors are not automatically reported to the seller.

To discover them, they would have to analyze many gigabytes of FBA reports every day - hardly feasible in terms of time and staff.

Why is Lost & Found the solution?

Lost & Found searches identifies all FBA errors.

Refund claims are found retroactively for up to 18 months.

L&F provides a copy-ready text that sellers only need to transfer to the case opening in Seller Central.

If there are problems with a refund claim, the experienced SellerLogic staff will help communicate with Amazon.

SellerLogic charges 20% commission on the value of the refund - but only for cases that Amazon actually refunds (assuming the user cooperates in a timely fashion).

On average, L&F customers receive over 6480 euros back annually.



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Talk to us

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Overview of Case Types

There are different types of FBA error cases. Find out where Amazon is losing your money!

Missing returns

The customer has initiated to return the item, already received a refund but you have not been credited back the corresponding amount by Amazon even though the refund lies more than 60 days in the past.

Inbound shipments

The goods have been shipped by the seller, but have not arrived at the Amazon warehouse or have not arrived in total. Amazon deducts your stock after the shipment was closed.

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FBA fees

Amazon overcharges you due to wrong measurements in regard to size and weight of your package.

Inventory / stock

Inventory is missing.

Amazon damages your items within their warehouse.

Amazon destroys items in a sellable status without your express permission and before the 30-day time period has expired.

Inventory / stock

Items get lost in an Amazon warehouse because a customer return does not make it back to your inventory.

Your items are not listed in the corresponding inventory due to a missing scan, despite having been returned to the warehouse.

Non-refundable items

Some FBA products are non-refundable. These include, for example, foodstuffs, medicines, cosmetics, articles made of glass, etc.