

Amazon Appeal Letter

From: _

To: _____

Sender's Name

Recipient's Name

Sender's Address

Recipient's Address

City, State, ZIP Code

City, State, ZIP Code

Date

Dear Amazon Seller Performance Team,

Thank you for providing me with the opportunity to appeal my seller account's suspension for

Reason for Suspension

I understand that Amazon takes failures to comply with their requirements very seriously and I would like to share with you my plan of action in which I explain what I have done to resolve the issue and what I will do to prevent it from happening again.

What went wrong:

- *[I listed seller-fulfilled items for sale and some items were found to be out of stock when fulfilling customer orders. Therefore I failed to properly monitor and manage my offers];*
- *[Orders containing out of stock items had to be canceled because I didn't set proper Handling Time to cover the time needed for new stock to arrive];*
- *[Other].*

Here's what I have done to fix the problems:

- *[I shipped all remaining and pending orders up to the suspension notice with all items present immediately];*

- *[I have carefully read and reread all the Amazon policies to ensure that I will not violate them again];*
- *[All my Amazon inventory was recounted and I confirmed the correct numbers of units. Any ASINs for out of stock products have been removed. At the moment, my stock is 100% up to date];*
- *[Other].*

What I will do to prevent similar complaints in the future.

- *[I have added two more employees, who will verify inventory, and monitor order accuracy daily];*
- *[I will be holding back extra inventory in case an out of stock item can't be found];*
- *[I have spoken to my suppliers, who have confirmed faster delivery of stock];*
- *[My handling time will be extended to cover any unexpected shipping delays and allow me to process all orders within the expected ship date];*
- *[I will follow all Amazon's policies];*
- *[Other].*

These solutions should fix the problems noted by Seller Performance in my suspension notice. Please contact me with any other concerns.

Thank you for taking the time to review my appeal and I am looking forward to continuing selling on Amazon.

Sincerely,

Sender's Name

Sender's Signature