Sellerise Reimbursement Tool

Guide
on measuring dimensions, estimating *Amazon FBA* fees, and preparing a reimbursement claim to *Amazon* for excess fees

Amazon's reimbursement policy for excess fees

Amazon will reimburse excess storage and fulfillment fees (*FBA*) if they confirm such fees were charged using inaccurate weight measurement and dimensions of the product.

When the weight or dimensions that the seller provides vary from *Amazon's* verified measurement, *Amazon's* measurement will govern.

> **‼** The *Amazon Fee* reimbursement request must be submitted **within 90 days of the date the fee was charged** using inaccurate weight or dimensions of the product.

An *ASIN* is not eligible for a re-measurement request if:

- An item (*FNSKU*) has already been re-measured twice in the past 60 days, regardless of the number of re-measurement requests available on your account (see below);

- The marketplace does not have a sample of the goods to measure, or the sample is in a place inaccessible to *FBA* staff;

- Seller account has exceeded monthly remeasurement request limit.

  The marketplace sets the limit individually for each account and displays it under the *Remeasure FBA products and confirm fees* widget. In most cases, the limit is 20-30 requests per month; the request counter is reset on the first day of each month.

!! *Amazon* can increase the limit if a high percentage of re-measurement requests has resulted in adjustments to dimensions and weight. In this case, the marketplace will send a notification.

Submitting a request for re-measurement of product weight and dimensions:

Information on the current fees based on the size and weight of the product stored in the *Amazon* warehouse *(FBA)* is available in the *Fee Preview* report in the *product-size-tier* field.

When preparing and submitting a request to remeasure product weight and dimensions, *Amazon* recommends:

1. Check the weight and size data in the *Amazon Fee Report*.

   Product weight and dimensions can also be obtained from the *Monthly Storage Fees Report* (in the *Item-volume* field) and the *Long Term Storage Fee Charges Report*. Also, you can find out the dimensions of a product listed on *Amazon* by other sellers on the product listing itself.

2. Check whether those figures are different from what you had expected.

   All in all, before opening a re-measurement request, *Amazon* recommends that sellers make sure that:

   - There are discrepancies in the weight and dimensions indicated in different marketplace reports or

   - The data in the reports differ from the measurements made by the seller (e.g. in cases where dimensions or package contents have been changed for an *ASIN*, thus affecting the weight/volume of the product.

3. The payment increase is not due to a change in the fee chart for the seller's country (in this case, the product with unchanged weight and dimensions may end up in a different sector of the fee chart. For different countries, *Amazon's* fee charts may differ).

4. Suppose there is any reason to request a re-measurement, contact *Seller Support* to submit a request to investigate the problem. You can also request a re-measurement using the *Remeasure FBA products and confirm fees* widget.

5. Once *Amazon* reviews your request, they will notify you whether you are eligible for reimbursement.

> **‼** Your *FNSKU's* updated weight and dimensions will apply across all marketplaces **only within the region where Amazon received your remeasurement request**.

Amazon's policy on dimensions and weights

Amazon applies **unit weight** (measured on a scale) and package dimensions when calculating:

- Fees for processing of shipments and returns at *Amazon's* warehouse *(FBA fulfillment fees)*;
- *Monthly storage fees;*
- *Long-term storage fees;*
- *FBA inventory storage overage fees;*
- *FBA removal order fees;*
- *FBA disposal order* fees;
- *Fulfilment fees for Multi-Channel Fulfillment orders;*
- Fees for inventory placement on *Amazon's* warehouse *(FBA inventory placement service fees);*
- *FBA preparatory service fees.*

Amazon applies **dimensional weight** in **some cases,** when calculating:

- Fees for processing of shipments and returns at *Amazon's* warehouse *(FBA fulfillment fees);*
- *FBA removal order fees;*
- *FBA disposal order fees;*
- *Fulfillment fees for Multi-Channel Fulfillment orders;*
- Fees for inventory placement on *Amazon's* warehouse *(FBA inventory placement service fees).*

When calculating *Amazon*'s fees:

- **For small standard-size** items, use the unit weight;

- **For large standard-size** and **oversize** items, use the greater of the unit weight or the dimensional weight;

- **For special oversize** items, use the special rate charts listed on Amazon's websites in the countries of operation of the marketplace.

- **For items contained in** *MCF* **(*Multi-Channel Fulfillment*)** orders, use the dimensional weight for all **large standard-size** items, as well as for all **small, medium, and large oversize** items.

Product size tiers (for Amazon US):

> **!!** The dimensions of items sold on *Amazon* US have to be measured in **inches** (*in*). 1 inch = 2.54 cm. Unit weights are to be measured in **pounds** *(lb)*. 1 pound = 453.592 g.
>
> **!!** When converting values, rounding errors may occur, leading to discrepancies in the dimensions and weights measured by the seller and the marketplace. When rounding, take values with an accuracy to, at least, the fifth decimal place.

Product size tier	Unit weight	Length (longest side)	Width (median side)	Height (shortest side)	Length + girth
Small standard-size	1 lb	15 inches	12 inches	0.75 inch	not applicable
Large standard-size	20 lb.	18 inches	14 inches	8 inches	not applicable
Small oversize	70 lb.	60 inches	30 inches	not applicable	130 inches
Medium oversize	150 lb	108 inches	not applicable	not applicable	130 inches
Large oversize	150 lb	108 inches	not applicable	not applicable	165 inches
Special oversize	> 150 lb	> 108 inches	not applicable	not applicable	> 165 inches

- **Small standard-size** items must meet **all** the criteria;

- **Large standard-size goods** must meet **all** the criteria;

- Items are considered and charged as **special oversize** if they meet **at least** one of the criteria for special oversize tier.

> **!!** Amazon may declare **any item** to be a **special oversize** if they determine that the product requires special handling during storage, preparation for shipping, or transportation, or of it requires other additional activities to ensure a good customer experience.

For **special oversize items,** *Amazon* applies special fee rates. To calculate fees for such items, use the **unit weight** only.

Measurement of dimensions and unit weight, calculation of girth and dimensional weight of a unit

'Item package weight and dimensions' refers to the weight and dimensions of each **individual unit that you're listing under a *FNSKU*** - an individual box or polybag. The item, item package, and case stacked with several items can all have distinct weight and dimensions. *FBA* fees are based on **item package** weight and dimensions.
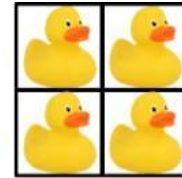
Example:

| Item: 7 x 8 x 8 cm | **Item package: 8 x 8 x 8 cm** | Case: 16 x 16 x 8 cm |
| 0.05 kg | **0.08 kg** | 0.4 kg |

In this example, the *FBA* fee calculation will be applied to the dimensions 8x8x8 cm at 0.08kg (80g) - these are the dimensions and weight of a duck in an individual box.

- 7x8x8 cm, 0.05 kg (50 g) - dimensions and weight of a duck without packaging;
- 16x16x8 cm, 0.4 kg (400 g) - dimensions and weight of several ducks in a transport case.

Measuring the dimensions and weight of an individual item package (*FNSKU*) and calculating the girth and dimensional weight of a unit:

Amazon uses a variety of sensors instrumented throughout fulfillment centers to capture item measurements. The measurement sensors will capture your item packaging edge-to-edge, including loose material, such as plastic bags, or loose parts, such as handles.

On a flat surface, fully extend loose packaging material, such as polybag flaps and package handles, to capture the maximum item package dimensions. Measure the item package's longest edge as its length, its second longest edge as its width, and its shortest edge as its height.

Algorithm for measuring dimensions and calculating the product volume:

1. Take a single item package, with the item inside, as it would be received by a customer;
2. On a flat surface, fully extend loose packaging material, such as polybag flaps, package handles, etc. (if they aren't additionally taped to the main packaging);

3. Measure the longest edge - this will be **the length** of the package;
4. Measure the second longest edge - this will be **the width** of the package;
5. Measure the shortest edge - this will be **the height** of the package;

6. Determine the girth using the formula: (Width + Height)*2;
7. Determine the sum of the Girth and Length indicators using the formula: Girth + Length of a unit.
8. Calculate the product volume using the formula: Length*Width*Height;

9. To calculate the *FBA* storage fees, convert the product volume from cubic inches to cubic feet using this formula: (Product volume in inches) / 1728.

   !! When converting the volume value from cubic inches to cubic feet, we recommend rounding to the second decimal place, **always upwards**.

   !! The fees are calculated in cubic meters **for countries using the metric system**. To convert the volume calculated based on the dimensions measured in cm, divide the result obtained by 1 000 000.

10. To calculate fees based on the **dimensional weight**, calculate the dimensional weight using the formula: (Product volume in inches) / 139.

    !! The dimensional weight for oversize items assumes a **minimum width and height of 2 inches**.

Example: A product with dimensions of 47x12x10 inches.

    3. The length is 47 inches;

    4. The width is 12 inches;

    5. The height is 10 inches;

    6. Girth = (12 + 10) x 2 = 44 inches;

7. Girth + Length = 44 + 47 = 91 inches;

8. Product volume = 47x12x10 = 5640 cubic inches;

9. Product volume in cubic feet = 5640 / 1728 = 3.26 cubic feet

10. Dimensional weight = 5640 / 139 = 40.58 lb.

Amazon's policy requires the edges to be measured along the longest section. So, for example, if a package has handles, you must measure its length/width together with the handles fully unfolded.

If an *ASIN* is sold as a set of items, its weight and dimensions must be indicated based on the combined total of all the items in the set packaged together.

If *Amazon* detects that the packaging of the same product has different dimensions in different units, the largest package in terms of dimensions will be measured.

> **!!** From time to time, *Amazon* may remeasure the product dimensions and unit weight at their own initiative. In the event that the dimensions and weights differ from previous measurements, *Amazon* may unilaterally adjust the calculation of the fees.

To reduce the risk of incorrect dimensional measurements by *Amazon*:

In order for *Amazon's* measurements to give the correct dimensions, it is important to ensure that all loose items, such as handles, decorative box pieces, ribbons, fasteners for hanging on supermarket racks, etc., are firmly attached to the main packaging.

For packages with many such items, *Amazon* recommends that they be vacuum bagged, wrapped in an extra, close-fitting bag, or taped. *Amazon* also recommends controlling the uniformity of the dimensions of all items.

It is better to do special packaging for sale on *Amazon:*

1. Avoid dimensions that are close to the size-tier boundaries (*Amazon's* product size tiers may differ from country to country).

2. Do not make the packaging much larger than the product - it will not stand on a supermarket shelf and does not need the extra dimension. Packaging should be snug against your product.

3. Avoid handles, flaps, fasteners, and other excess material necessary when selling products in offline supermarkets but excessive when selling on *Amazon*.

4. Avoid deformation-prone structures and materials: extra soft padding, bloating due to air ingress during packaging, etc.

5. Ensure uniform size around the edge of the package and, if possible, a simple geometric shape.

6. For products sold as a set, produce additional packaging combining the items of the set into a single unit for which the dimensions and weight will be measured.