

FBA INDIA – SHIPMENT PREPARATION AND TRANSPORTATION MANUAL



TABLE OF CONTENTS

1. Overview	3
2. Fulfillment of A SHIPMENT	3
3. Item Packaging and Labeling.....	3
4. Carton Packaging	5
5. Carton Labels.....	6
6. Building Pallets (Applicable for Palletized Load)	7
7. Clamp Truck Guidelines	8
8. Stock Transfer Note/Delivery Challan and Packing Slips	8
9. They Pay Freight	10
10. Appointment Process - CARRIER APPOINTMENT REQUEST PORTAL	11
11. Delivery to Amazon Fulfillment Centers	11
12. India Fulfillment Centers.....	14
13. Quality Assurance	16
14. Returns	17
15. Glossary of Terms	17
16. Appendix A: Product Handling Capability of FC	19
17. Appendix B: Product Specific Requirements	20

1. OVERVIEW

- 1.1. FBA Shipment preparation and Transportation Manual provides Amazon sellers with information, best practices and requirements regarding fulfilling, preparing (packing, labelling etc.) and transporting shipments to Amazon's Fulfillment Centers. The policies and procedures described in this manual are intended to maximize operational efficiencies and maintain the highest safety and quality standards for both Amazon and our sellers. Please follow below guidelines at all times to ensure that these goals are met. Please note that failure to comply with the below requirements may cause a delay in receipt of your goods and/or result in rejection of freight.

2. FULFILLMENT OF A SHIPMENT

- 2.1. Ensure that all requirements of shipment creation are being met, including:
- 2.1.1. Items being shipped to the Fulfillment Centre are the ones mentioned in the shipment prepared in Seller Central in the exact quantities as confirmed.
 - 2.1.2. Shipments are delivered to the destination FC confirmed on Seller Central and the one mentioned on the FBA shipment label.
 - 2.1.3. All units should arrive free of damages or defects.
 - 2.1.4. If for any reason you cannot fulfill any items or quantities of the shipment created or you believe shipment was created in error, please reach out to Seller Support via the 'Contact Us' feature in **Seller Central requesting them to modify the content of the shipping plan to match the physical items and quantities shipped by you.**
 - 2.1.5. Amazon does not accept substitutions or replacement products. Shipped products that were never confirmed in Seller Central would be deemed as defects and may be subject to disposal. Defects beyond a certain threshold may lead to suspension of your shipment creation privileges until a detailed plan of action is submitted to the Amazon FBA team.
- 2.2. Shipment Management: Visit www.sellercentral.in and go to shipping queue to view and confirm shipments.

3. ITEM PACKAGING AND LABELING

- 3.1. Ensure that each shippable/sellable unit has a product identification number (UPC, ISBN, EAN, ASIN, FNSKU etc.) that is barcoded, as well as printed numerically on an easily-visible and scannable part of the exterior of the item or its point of sale packaging (see below for barcode specifications).
- 3.2. If appropriate for the type of item, also include style, size, color, etc. on the product label. For Example -
- 3.2.1. Watches are required to be inserted in their boxes with a product label on the outside of the box, not just on the watch
- 3.3. Make sure those items intended to be sold together as a single SKU (i.e. sets) are packaged and barcoded as a single unit.
- 3.4. Do not include with items any unauthorized marketing or promotional materials, such as pamphlets, display materials, price tags or other non-Amazon stickers.
- 3.5. Barcode Requirements:
- 3.5.1. It is a requirement for all products that are shipped to Amazon to have a scannable EAN/UPC/ISBN or Amazon ASIN/FNSKU barcode on the exterior of the product in an easily accessible location
 - 3.5.2. Print all item barcodes with a minimum height of .005"/1cm, a minimum resolution (width of narrowest bar) of .005 "/0.01 cm and no more than 20 characters. Amazon accepts Code 39 and Code 128 type barcodes.
 - 3.5.3. Only one scannable barcode is permitted on a single shippable/sellable unit. All other barcodes need to be covered. (E.g. cover Master Carton UPC label if the inner carton is the sellable unit).
 - 3.5.4. If the items are to be sold as a pack, at item set up, only provide the outer barcode for the pack, and not the individual barcodes. If possible, avoid stickering barcodes on individual items sold as a pack and sticker a label 'Sold as Set' on the pack..



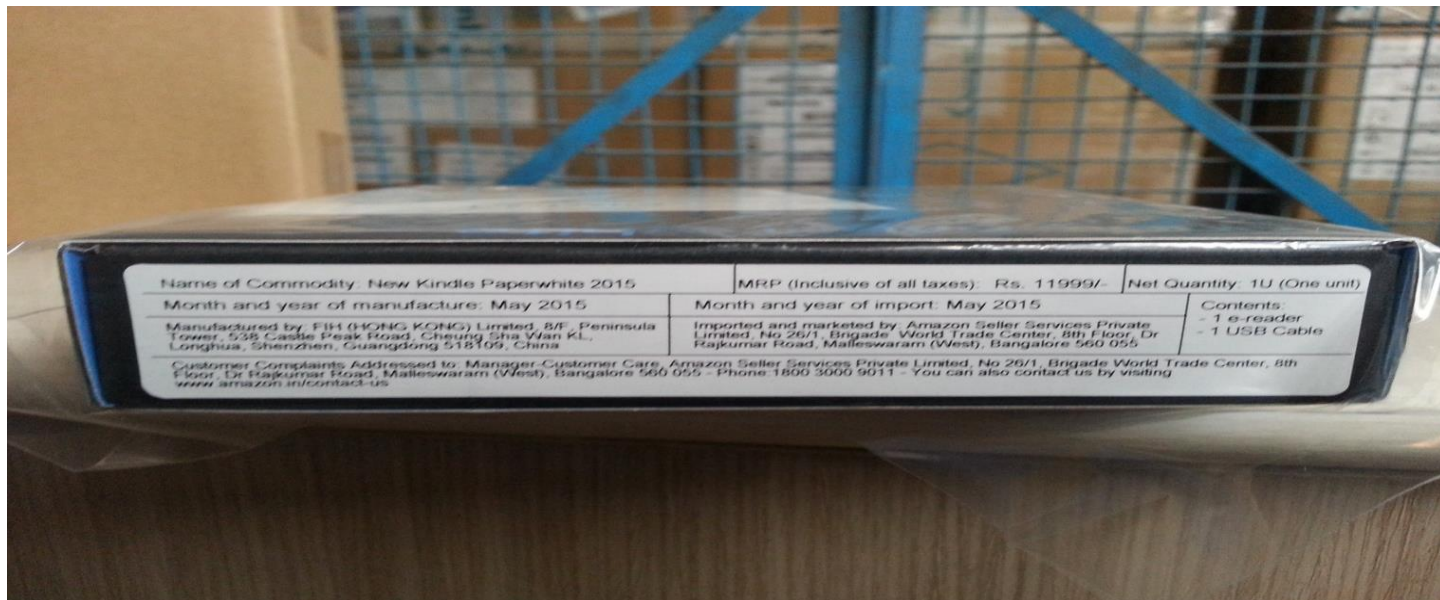
UNITS THAT ARE SETS (FOR EXAMPLE, A NASCAR SET OF SIX UNIQUE HOTWHEEL CARS, SOLD AS ONE UNIT) MUST BE MARKED AS SETS ON THEIR PACKAGING. ADD A LABEL TO THE UNIT THAT STATES: "SOLD AS SET" OR "THIS IS A SET. DO NOT SEPARATE". PROVIDE A SINGLE OUTER BARCODE FOR THE PACK.

3.6. Any EAN/UPC/ISBN/ASIN used by the seller must correspond to one unique product, including assortments which must have a unique UPC per assortment type. If the manufacturer updates an EAN/UPC/ISBN/ASIN during production, the seller must not ship before inculcating the update for the item in Seller Central.

3.7. MRP label Requirements: The provisions of the Legal Metrology Act, 2009 ("LM Act") and the Legal Metrology (Packaged Commodities) Rules, 2011 ("Packaging Rules") framed thereunder is the primary law governing packaging and labeling requirements for packaged commodities in India. The LM Act and the Packaging Rules have repealed the Standards of Weights and Measures Act, 1976 and the rules framed thereunder. The LM Act and the Packaging Rules stipulate certain mandatory declarations (including MRP sticker) which are required to be made on the package of the product or the label affixed to it, when intended for retail sale in India. Further, the Packaging Rules are applicable as long as such commodities can be classified as a "pre-packaged commodity" under the LM Act. However, the Packaging Rules provide for certain exemptions from the applicability of the said rules and the aforesaid mandatory declarations. The Packaging Rules are not applicable to any package containing a commodity if:

- (a) The net weight or measure of the commodity is ten gram or ten milli-litre or less, if sold by weight or measure
- (b) Any package containing fast food items packed by restaurant or hotel or similar kind of entity
- (c) It contains scheduled formulations and non-scheduled formulations covered under the Drugs (Price Control) Order, 1995 made under section 3 of the Essential Commodities Act, 1955 (10 of 1955)
- (d) Agricultural form produces in packages of above 50 kg'

Please make sure that the products shipped to Fulfilment Centre comply with the labeling requirements prescribed under such laws. In case we identify or receive any products that do not conform to the MRP requirements, we may refuse to receive such products and/or mark such products as unsellable on account of vendor damage.



4. CARTON PACKAGING

- 4.1. Although the following sections utilize the term “carton”, the same information applies to all types of containers that might hold individual items.
- 4.2. Pack cartons with items relating to only one shipment.
- 4.3. Pack cartons to weigh no more than 15 kg, unless a single shippable unit weighs more than 15 kg.
Cartons containing Jewelry or Watches should be packed to weigh no more than 15 kg. Attach a label that clearly indicates “Heavy Weight” to all cartons weighing more than 15 kg. (See article 4.4.1 for further information on warning labels) - https://sellercentral.amazon.in/gp/help/help-page.html/ref=ag_200280270_cont_scsearch?ie=UTF8&itemID=200280270&language=en_IN
- 4.4. Pallets must be standard four-way access pallets of 1200mm x 1000mm.
- 4.5. Cartons and packing materials (e.g. dunnage, void fill) should sufficiently protect items in transit. All boxes must be standard shippable containers that will sufficiently protect the contents during transit and processing at Amazon's Fulfilment Centres. Examples of appropriate containers include an RSC (regular slotted carton), B flute, ECT-32 (edge crush test), 200BH (burst strength)
- 4.6. Use large-sized dunnage, such as air pillows, full sheets of paper, sheet foam or bubble wrap. Do not use loose fill of any kind, such as Styrofoam peanuts or shredded paper.
- 4.6.1. Cartons should not be bundled using bagging, elastic, or extra straps. Cartons should only be staged using standard pallet stacking requirements. Please refer to section 7 for pallet building requirements.

Accepted	Not Accepted
Foam/Polythene rolls	Styrofoam Peanuts
Air Pillows	Crinkle Wrap
Full Sheets of Paper	Shredded Paper

- 4.7. Cartons that are intended to be sold together (i.e. a set) weighing more than 40 kg should be placed on a single pallet (one sellable unit on each pallet) or be clampable. (See section 6 and 10 for pallet and clamp truck requirements).
- 4.8. A single, non-clampable sellable carton or unit (e.g. furniture) weighing more than 40 kg should be placed on its own pallet.

4.9. Do not ship items in gaylords (pallet sized cartons).

5. CARTON LABELS

5.1. Carton label Requirements

5.1.1. Print or affix a carton label on the exterior of each carton in an un-obscured location and in a condition that is easily visible, preferably on the side of the carton. Include a label on every carton.

5.1.2. Carton labels are recommended to be 4 x 6 "/10.2 x 15.2 (including barcode), but can vary with different size boxes as needed. The "quiet zone" or white space preceding and following each bar code is to be at least 0.25 "/.64 cm wide

5.1.3. Bar codes should always be printed in black ink. Color ink bar codes are not read by the scanners and may cause delays in receiving the product.

5.1.4. All bar coded information on the product label is to be encoded in accordance with GS1-128 symbology specifications.

5.1.5. Do not place carton labels over a seam of the carton. To preserve the readability of carton labels, place them on cartons at least 1.25 "/3.2 cm away from corners, edges or tape that may cover or distort the label. See diagram below:



5.1.6. Include the following information on carton labels in at least 12 pt. font:

- Shipment ID # - Shipment prepared on Seller Central comprising of the units to be shipped to FC.
- Shipped From - The 'Bill to' / 'Buyer name' should include seller's name and the address from where the consignment is being shipped.
- Shipped To - This should include seller's name followed by "c/o Amazon Seller Services Pvt. Ltd." and then the address of the fulfilment centre where the consignment is being shipped
- Gross Shipment Weight (kg.)



5.1.7. For cartons that contain only one kind of item also include:

- Product ID# (UPC / EAN / ISBN, or another)
- Quantity (number of units contained)

5.1.8. No pricing information or the name of another seller should appear anywhere on the label.

5.5. Warning Labels

5.5.1. Warning labels affixed to cartons (in addition to carton labels) help to ensure accuracy and safety at our FC's. Warning labels need to be impossible to miss. They should be large, brightly colored and positioned in multiple, prominent locations on all applicable cartons. Affix the following warning labels, as appropriate, to each carton in your shipment:

5.5.1.1. "Heavy Weight" – Affix this warning label to every carton that weighs more than 15 kilograms.

5.5.1.2. "Machine lift" – Affix this warning label to every carton that weighs more than 40 kilograms.

5.5.1.3. "Mixed SKUs" – Affix this warning label to every carton/pallet that contains more than one type of sellable unit (i.e. more than one SKU).

5.5.1.4. "Sold as Set / Quantity 1" – Affix this warning label to every sellable unit that contains multiple items that are intended to be sold together as a single SKU. Additionally, whenever possible, wrap items belonging in a set together within the carton to prevent them from being separated.

5.5.1.5. "Partial Quantity" – Affix this warning label to all cartons that contain fewer units than would make a full case.

5.5.1.6. "Multi-box item: Part X of X" – Affix this warning label to any single item being shipped in more than one carton.

5.5.1.7. "Hazmat" -- Affix this warning label to every carton that contains product that has have been classified as hazardous.

5.5.2. Special packaging instructions can be found in the Restricted Products Guidelines, located in the help section of Seller Central.

6. BUILDING PALLETS (APPLICABLE FOR PALLETIZED LOAD)

6.1. When possible, palletize all LTL and TL shipments. While sections 8 and 9 below present instructions for floor loaded and slip-sheet shipments, palletized loads are always preferred.

6.2. Use 1200mm x 1000mm, 4-way access, wood pallets, whenever possible.

6.3. Do not ship items on pallets made of weak materials, such as cardboard or particle board.

6.4. Do not ship items on PECO pallets, as they cannot be moved using a standard pallet jack.

6.5. Ship only on pallets that are in good condition and free of damage. Amazon recommends that items be shipped on GMA Standard Grade B or higher grade pallets.

6.6. Stack only one SKU per pallet, whenever quantities allow.

6.7. When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are unmistakably easy to differentiate upon receipt. Affix a "Mixed SKU" warning label to the pallet.

6.8. Stack cartons on pallets so that they are stable and flush on all sides, whenever possible. Brick stacking, with heaviest items on the bottom is recommended

6.9. Do not let cartons overhang the edges of pallets.

6.10. Pallets must not exceed 1.5m in height when single-stacked, (including the height of the pallet). 6.12. Cartons on pallets should not exceed 15kg. If an individual sellable unit weighs more than 15kg, it should be clearly marked as "Heavy Weight" and this marking should be viewable from both the top and sides of the container.

6.11. Total weight of a pallet must not exceed 1000kg.

6.12. Securely stretch-wrap cartons to pallets or secure larger items to pallets using non-metallic bands. Ensure that stretch-wrap completely affixes product to the pallet, so as to prevent shifting during transit. The use of clear stretch-wrap (vs. black) is preferred.

6.13. All carton deliveries that are half a pallet or more must be palletised and require a booking slot. There must be a minimum of 30cm clearance between the top of the pallets and the roof of the vehicle, and a minimum of 30cm clearance between the back of the last pallet and the rear of the vehicle.



EXAMPLE OF A CORRECTLY STACKED AND STRETCH-WRAPPED PALLET

7. CLAMP TRUCK GUIDELINES

- 7.1 Always use containerized vehicle, delivery by open body vehicle will not be acceptable by FC
- 7.2. When loading the trailer, maintain at least 3" / 8 cm between stacks and between stacks and container walls.
- 7.3. Make sure that the overall height of stack allows 30 cm of clearance from the top of the stack to the roof of the container.
- 7.4. Arrange each tier to be uniform and aligned relative to the other tiers on the footprint so that all four sides of the freight stack can be safely 'squeezed' by a clamp. Tier heights may vary.
- 7.5. Use spacers between stacks to prevent them from shifting during transit. All shipments should be properly secured using load bars/straps. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting/moving during transit.

8. STOCK TRANSFER NOTE/DELIVERY CHALLAN AND PACKING SLIPS

- 8.1. Include a master Stock Transfer Note that is easily located and identified with every shipment, including Small Parcel.
- 8.2. Stock Transfer Note need not be in any particular format but it is mandatory that the following details are included:
 - *Shipped from Address:* The 'Bill to' / 'Buyer name' should include your name and the address from where the consignment is being shipped.
 - *Ship to Address:* This should include your name followed by "c/o Amazon Seller Services Pvt. Ltd." and then the address of the fulfilment centre where the consignment is being shipped.:
 - *VAT & CST Numbers:* If you are dealing with taxable goods and are registered with state Sales tax law, please make sure that you mention the VAT and CST TIN number in all the Stock Transfer Notes(STN)/Delivery Challans



- **Declaration:** A declaration stating that you are shifting your own inventory from one place of business to another. Therefore, this declaration should be treated as transfer of stocks and not a sales transaction
- **Header:** The stock transfer document should not carry header as 'Invoice' as these are branch transfers and not sales transactions. Such documents should contain clear header as 'STN Or Delivery Challan' with an appropriate value.
- **E-Sugam/Waybills:** Please make sure that the e-Sugam/waybills are filed on the date of movement for all the shipments sent by you to your branch at the Amazon fulfilment centre and preferably the e-Sugam number is mentioned on the STN/Delivery Challan documents.
- **Signature and Stamp** of a signatory authority from the seller's end.
- **Shipment ID:** FBA shipment ID should be clearly mentioned on the document. A separate STN should be furnished for every FBA shipment being sent against the confirmed appointment
- **Transfer Date & Appointment ID:** The date and time of the confirmed appointment along with the Appointment ID (ISA number) should be clearly mentioned in the document.
- **Total number of packages/cartons in the shipment.**
- **Total number of units in a shipment and total weight of the shipment**
- **Products in the Shipment:** Each product (ASIN) being sent as part of the FBA shipment should be indicated as a different line item on the STN along with the FnSKU/mSKU/Model number of the product. The respective quantities of each ASIN should be indicated against each line item along with the total value (in INR) of each line in the STN

Master Stock Transfer Note / Delivery Challan

ABC BOOK COMPANY

Date :

VAT and CST No.:

E-Sugam No.(If applicable):

SHIPPED FROM:

SHIPPED TO:

Seller XYZ:

Seller XYZ:

Address (Shipped From):

C/O Amazon Seller Services Pvt. Ltd.

Address of the FC (Shipped To):

Shipment ID	Appt. ID	No. of cartons	Weight of the shipment	No. of Units

Note: Individual shipment packing lists with item level details are attached along with master Stock Transfer Note.

We Declare that:

The above mentioned goods are being transferred from our primary place of business to additional place of business.

That said, the movement of goods between our branches is a stock transfer and not a transaction, hence not



liable

to

any

VAT/CST.

The above mentioned details are true and correct to the best of our knowledge.

Signature and Stamp

SAMPLE STOCK TRANSFER NOTE

9. FREIGHT GUIDELINES

9.1. Carrier Expectations :

9.1.1. Carriers that are selected by the seller to deliver shipments to Amazon FC's must comply with this manual. It is the responsibility of the seller to ensure that the appropriate requirements outlined in this manual are followed by the carrier.

Sellers should note that the failure of a carrier to comply with these requirements may cause the delivery to be refused.

9.1.2. Vehicle Requirements: The following standards of vehicle condition are required when delivering goods to Amazon

9.1.2.1. The vehicle floor must be able to withstand a pallet jack, fully laden.

9.1.2.2. The vehicle floor must be well maintained, safe, and free from any obstructions and damage, such as holes.

9.1.2.3. The use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is highly discouraged. In the event that product must be shipped in a climate controlled trailer, product must be palletized.

9.1.2.4. The vehicle must be water tight, clean and free of strong odors, especially when delivering food and healthcare products.

9.1.2.5. Securing straps must not be allowed to hang freely. Straps, unless actually securing a load(s), must be firmly fixed to the vehicle so that they present no danger to staff and ensure accessibility to the goods being unloaded.

9.1.2.6. Delivery of shipments with less than 20 cartons will be accepted on other forms of transport, i.e. small parcel carrier

9.1.2.7. Item stacking and freight loading should comply with FC safety standards – the maximum allowable height is 1.73 m (~5 ft 7")

9.1.3. Timeliness of Deliveries

9.1.3.1. The Amazon FC's schedule appointments and labor resources to ensure a vehicle's waiting time is kept to a minimum. In order to achieve this, sellers/carriers should ensure that the agreed appointment time is met. Sellers/Carriers are also reminded to carefully check the warehouse address before the delivery is made.

9.1.3.2. Late deliveries are subject to delay or refusal. Where a carrier recognizes that a delivery may be late, they should contact the FC stating the expected time of arrival and the reason for the delay. The FC will make every effort to accommodate late arrivals, provided this does not adversely affect other carriers' delivery times. [Failure to comply will result in refusal of freight].

9.1.4. Carrier is required to provide the following information upon making delivery:

9.1.4.1. Amazon Delivery Appointment Number (ISA #) and confirmation email

9.1.4.2. Stock Transfer Note along with individual packing lists (see Section 8 for STN requirements)

9.1.4.3. Vehicles' proper documentation along with driver's license

9.2. Amazon reserves the right to suspend or deny scheduling of delivery appointments to any carrier or driver, with sufficient notice, on grounds of repeated or excessive late deliver or disruptive behavior.

10. APPOINTMENT PROCESS - CARRIER APPOINTMENT REQUEST PORTAL

10.1. Carrier Appointment Request Portal (CARP):

All carriers are required to utilize CARP (<https://transportation.amazon.in/>) to request a delivery appointment at Amazon's FC's.

10.2. What should sellers do?

Sellers should inform their carriers of this portal.

10.3. Carriers should utilize the 'HELP' link located on the Login page for assistance.

10.4. Additional Appointment Information:

10.4.1. All sellers are required to request for appointment 24 hours or more in advance of the desired appointment date. The seller/carrier must specify a desired appointment date and time on the request form in CARP portal.

10.4.2. No shipments will be accepted at the FC without a scheduled appointment. If the scheduled appointment is missed by 30 minutes or more, the freight can be refused. A new appointment request will be required to grant a new appointment for delivery.

10.4.3. Sellers/Carriers must mention complete list of Shipment IDs along with total carton and unit count in the CARP portal as Amazon will require this information when scheduling appointments.

10.4.4. Upon arriving at FC, the carrier must provide a physical STN document that meets Amazon's requirements.

11. DELIVERY TO AMAZON FULFILLMENT CENTERS

11.1. Delivery Appointments

11.1.1. Carrier Appointment Request Portal (CARP) is the primary and only method to arrange a booking appointment at an Amazon FC. No appointment requests would be entertained through email or phone. Contact Seller Support for a new CARP account.

11.1.2. Each vehicle needs a confirmed booking appointment, for example you cannot deliver on two vehicles quoting the same booking appointment number.

11.1.3. Please indicate clearly in the comments section if the delivery cannot be made on specific days or times.

11.1.4. A booking may be rejected for one of the following reasons:

- Shipment is complete – all units on the PO are received
- Capacity Constraints – FC does not have sufficient capacity to accommodate the consignment due to high inbound volumes.
- Duplicate appointment – There is already an existing appointment slot for the shipment
- Shipment has expired – the PO time period has expired.
- Shipment is for another FC.

11.1.5. If the booking is rejected for the above reasons and Amazon associates cannot correctly rectify your booking details, please contact Seller Support to discuss for clarifications, please correct the issue and request a new appointment with appropriate information.

11.2. Reasons for Rejections - If Amazon encounters problems during receipt of delivery, Amazon may refuse the delivery at the seller's expense. In order to ensure deliveries are not refused please comply with all requirements stated in this manual. It is the seller's responsibility to ensure that the carriers are aware of the guidelines set out in this manual. Common reasons for delivery rejections are:

- Incorrect Vehicle (Please see section 9.1.2 Vehicle Requirements for further information)



- No appointment booking for some or all of the stock that is being delivered
- Late delivery
- Inaccessible stock due to non-Amazon stock blocking access
- A delivery that may cause health & safety risks
- Tampered freight
- Damaged freight: Any wet or crushed carton is considered a damaged carton
- No delivery paperwork
- Inaccessible 2 or 1-way pallets (no access from the rear of the vehicle)
- Deliveries that do not allow Amazon to offload stock from the rear of the vehicle
- Deliveries which are visibly to the wrong Amazon FC
- Non-container deliveries of loose-loaded items weighing more than 15kg
- Non-cooperative or abusive drivers that fail to comply to site Health and Safety regulations.
- Delivery of a Hazmat product to a non-Hazmat fulfillment center
- Delivery of an HRV (High Retail Value) item to a Non-HRV FC
- Delivery of a heavy bulky product to a non-heavy bulky FC
- Delivery of a temperature controlled product to a non temp-control FC
- Delivery of a food product to a non-Food fulfillment center.
- Combined delivery and transportation of food products or pet-foods with fully regulated dangerous goods.

Amazon may refuse deliveries outside of the reasons explained above if the delivery is deemed unsafe, against health and safety or any other requirements are not fully met.

Please note that it is the sellers' responsibility to deliver any Hazmat products to Hazmat designated facilities. The Hazmat facilities are clearly identified in section 16 Appendix A. Any Hazmat product delivered to a non-Hazmat fulfillment center will either be rejected or destroyed at the seller's cost.

11.3. Problem Receive

During receipt of a delivery, Amazon FC's can encounter defects which prevent receiving items correctly onto our systems. These defects subsequently delay our receive process and ultimately the activation of the offer on the platform. The following defects are identified at receipts:

- **Wrong FC** - This occurs when the destinations for a shipment created-for and delivered-to, does not match. Please check the delivery location of your shipment and ensure it is delivered to the correct Amazon FC.
- **Vendor damaged** - This occurs when the Amazon Standard Item Number (ASIN) being received is not in a saleable condition.
- **Not on PO**: Any item which is not confirmed while preparing the shipment but is shipped physically to Amazon, will lead to item being sidelined for further research. The item will end up being received as Not_on_PO but the delay caused in receiving will lead to postponement of the offer being activated on the platform.
- **Cancelled Stock**: If there are any shipments which have been deleted/cancelled on the seller central, shipping those shipments to FC will lead to receipt of cancelled stock. Hence in case a shipment has been deleted/cancelled erroneously, please contact Seller Support to re-open the shipment. A shipment, if shipped post its expiration can also lead to items being captured under cancelled stock.
- **Overages** - Amongst other things, overages can occur due to seller picking errors, pack size issues or part-shipment confirmations. These can be prevented with the following:
 - In order to minimize picking errors, please ensure an item count/delivery check is in place before shipping

- If you have confirmed a shipment with item volume 'X' on seller central, please do not ship more units physically than 'X' – contact Seller Support in case the shipment requires amendments.

11.4. Health and Safety

11.4.1. Due to safety concerns, the use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is highly discouraged. Non- palletized (floor loaded) product that arrives to Amazon FC's on a trailer with uneven or corrugated floors will be refused.



11.4.2 A trailer, shipment or portion of a shipment is subject to refusal at the FC if FC associates are unable to safely unload product from the trailer or to verify the contents of a shipment. Common reasons for freight refusals include, but are not limited to:

11.4.2.1. Cartons/Pallets shifting in transit

11.4.3. If there are multiple cartons for the same shipment, all cartons of the same shipment must be loaded and arranged together throughout the trailer.

11.4.4. Consolidate small parcel or LTL shipments wherever possible.

11.4.5. Sellers are required to use safety knives with covered blades in packing and distribution of Amazon deliveries to prevent sharp objects such as blades being accidentally left in cartons and products which are liable to cause injury to Amazon associates and/or Amazon customers

11.4.6. Amazon management and security will advise drivers on yard safety. Any procedures advised must be followed for the driver's own safety.

11.4.7. All delivery traffic must follow the arrows on site and not exceed the 20kmph speed limit

11.4.8. No smoking is permitted anywhere within an Amazon FC (including the yard)

11.4.9. All personnel, trailers and cabs may be searched from time to time in accordance with site search procedures which are available on request

11.4.10. Vehicle/trailer floors must be free from holes or other sufficient damage that could pose a Health and Safety Risk

11.4.11. All accidents must be immediately reported to a member of Amazon management

11.4.12. In the event of a fire alarm, the driver must proceed to the designated fire assembly point and wait for the Fire Marshal. Vehicles must not attempt to leave site during a fire evacuation

11.4.13. All drivers must wear a high visibility vest in order to gain entry to the site

11.4.14. All drivers must wear safety shoes whilst delivering to any Amazon FC

11.4.15. Carrier to ensure correct tire pressure for road safety

11.5. Delivery Driver Instructions

11.5.1. Upon arrival delivery drivers must report to the gatehouse and provide the Appointment ID.

11.5.2. While reversing into position the driver must ensure hazard warning lights and reversing beeper are switched on and only reverse into the bay allocated if the traffic light indicates green

11.5.3. Once the vehicle is in position on the bay, the engine must be switched off and the handbrake applied

11.5.4. It is the driver's responsibility to open the trailer's/container's doors

11.5.5. The paperwork should be complete and all vehicle papers and keys must be passed to the Amazon Yard Marshal



- 11.5.6. Chocks will be used on all vehicles
- 11.5.7. Drivers needing to use Amazon facilities may be escorted by Amazon personnel
- 11.5.8. Once unloading is complete, goods-in personnel will collect the chocks and return the driver's keys
- 11.5.9. Drivers will leave the site via the gatehouse where security will log the exit time
- 11.5.10. Aggressive behavior from drivers is not acceptable and will be reported
- 11.5.11. Drivers must obey individual site rules. This includes remaining in the driver's office while the delivery is being offloaded
- 11.5.12. Carriers/drivers may be excluded from site if they fail to adhere to site safety rules

12. INDIA FULFILLMENT CENTERS

India Fulfillment Centers (FCs) address and timings are as follows –

BOM1 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 10:00 AM TO 8:00 PM; SHIFT 2 – 8:00 PM TO 6:00 AM)

Amazon Seller Services Pvt. Ltd.

Building H, Prathamesh Complex, Saravali Village, Opp. Hotel Vatika, Near Kalyan Bhiwandi Junction, Bhiwandi Pin code – 421302, India

Reserve Location - Building A & F, Prathamesh Complex, Saravali Village, Opp. Hotel Vatika, Near Kalyan Bhiwandi Junction, Bhiwandi Pin code – 421302

SBOA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:00 AM TO 7:00 PM; SHIFT 2 – 8:00 PM TO 6:00 AM)

"K-Square" The Integrated Park, Village Kurund, National Highway- 3 (NH-3), Taluka Bhiwandi, Dist. Thane, Maharashtra, PIN-421308

SBOB (OPERATING HOURS: SHIFT – 10:00 AM TO 7:00 PM; DOES NOT OPERATE ON SUNDAYS)

Shree Sai Dhara Complex, W/N. I-2, Opp RK petrol pump, Nr. Shagrila resorts, Mumbai Nasik highway, Kuksa (Borivali), Bhiwandi, Maharashtra – 421302

BOM4 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:30 AM TO 7:30 PM; SHIFT 2 – 8:00 PM TO 6:00 AM)

WB 11, Renaissance Industrial Park, Survey nos. 35/3,35/4,49/6,50/1/1,35/5, Village Vashere, Post - Amane, Taluka - Bhiwandi, Distt. Thane, Maharashtra - 421302

WB 10, Renaissance Industrial Park, Survey nos.

35/3,35/4,49/9,49/10,50/1/1,50/1/2,48/9,49/2/4,49/2/5,49/11/2,49/5,49/11/1,49/8/49/12,50/1/3,50/2, Village Vashere, Post - Amane, Taluka - Bhiwandi, Distt. Thane, Maharashtra - 421302



BOM3 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:30 AM TO 7:30 PM; SHIFT 2 – 8:00 PM TO 6:00 AM)

K-Square Industrial and Logistics Park, WH 5/2, Village Kurund, Taluka Bhiwandi, Thane 421 302, Maharashtra

SPNA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:00 AM TO 7:00 PM; SHIFT 2 – 7:30 PM TO 5:30 AM)

IndoSpace AS Industrial Park Pvt Ltd, Gat 339, 341, Behind Hotel Marriott, Off MIDC Road, Village Mahalunge Ingle, Landmark - Near Harman Industries, Taluka Khed, Dist Pune – 410501

NAG1 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 6:30 PM TO 4:30 AM)

TCI Supply Chain Solutions, Plot no. 3, Khasra No. 104 (Part), 111 (Part), Hingna P.S., Khapri Post Office, Nagpur District, Maharashtra 441108

BLR5 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 6:30 PM TO 4:30 AM)

Amazon Seller Services Pvt. Ltd.

Anjaneya Infrastructure Project No.38 & 39, Soukya Road, Kacherakanahalli, Hoskote Taluka, Bangalore Rural District, Bangalore – 560067, India

DEL2 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 6:30 PM TO 4:30 AM)

Unit No.1, Khewat/Khata No. 373/400, Mustatil No. 31, Kila No 14/2, Village Tauru, Mewat, Haryana, Pin code-122105

SDEA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 7:00 PM TO 5:00 AM)

A-43, Ground Floor, Mohan Cooperative Industrial Estate, Main Mathura Road, Badarpur, South Delhi, New Delhi, Pin code – 110044

SDEB (OPERATING HOURS: SHIFT – 10:00 AM TO 7:00 PM; DOES NOT OPERATE ON SUNDAYS)

Kuehne Nagel Pvt. Ltd, Building No. 2B, M/s. Indospace FWS Industrial Parks Pvt. Ltd., Pataudi-Kulana Road, VPO Luhari, MDR-132, Tehsil Jhajjar, City: Jhajjar, Haryana- 124108

SDEC (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 7:00 PM TO 5:00 AM)

Transport Corporation of India, Khasara No. 4/21 MIN, 22 MIN, 8/1,2,3, MIN, 4 MIN, 5, MIN, 8 MIN, 9/1 MIN, 10/1, 12/2, 13/1, 9/5, 6/1/1, Pataudi Road, Jhund Sarai, Farukhnagar, Gurgaon - 122505



SDDED (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 7:00 PM TO 5:00 AM)

J-4, block B-1, Mohan Co-operative Industrial estate, Mathura Road., New Delhi – 110044

SAMA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 7:00 AM TO 5:00 PM; SHIFT 2 – 12:00 NOON TO 10:00 PM)

Ground floor, Block no. 46, NG warehouse, Bajrang lane, Nr. Aslali bye-pass, Aslali, Ahmedabad, Gujarat - 382427

SAMB (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 7:00 PM TO 5:00 AM)

Crystal Indus Logistics Park , National Highway 8th, Bhayla village, Survey No-78/79, Bawla Taluka, District Ahmedabad, Gujarat, Pincode-382220

SATA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 7:00 PM TO 5:00 AM)

Unit No. 1, Nahar Logistics Park, Khewat/Khatoni No: 79 /80, Khasra No: 306 (3-7), 348/305 (3-12), Katana Village, Tehsil Payal, Ludhiana, Punjab - 141113

HYD7 (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 8:30 AM TO 6:30 PM; SHIFT 2 – 6:30 PM TO 4:30 AM)

SY. NOs 241-244, 275-284, Penjerla (V), Kottur (M), Mahabubnagar dist., Hyderabad, Telangana - 509228

SMAA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:00 AM TO 7:00 PM; SHIFT 2 – 7:00 PM TO 5:00 AM)

No.67/B. Noombal Village, Poonamallee High Road, 'Velappanchavadi, Chennai, 'Tamil Nadu - 600077

SJAA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:00 AM TO 7:00 PM; SHIFT 2 – 8:00 PM TO 6:00 AM)

Ground Floor, R-4, Transport Nagar, Jaipur, Rajasthan – 302004

SCCA (OPERATES ALL 7 DAYS IN A WEEK: SHIFT 1 – 9:00 AM TO 6:00 PM; SHIFT 2 – 9:00 PM TO 6:00 AM)

Kuehne Nagel Pvt. Ltd., Dag No. 8-31, Dag No. 414-425 L R, Khatian No. 871, 798, Mouza-Simla & Pandit Satghara, JL No. 17-18, Shimla, Sreerampore, Hooghly, West Bengal, Pin Code: 712203

13. QUALITY ASSURANCE

In an effort to help our sellers meet operational expectations, Amazon collects and reviews seller operational performance data on a continual basis. We use this data to identify and address noncompliance in operations. Depending on the severity of noncompliance, Amazon may initiate communication with sellers in a number of ways to help bring awareness and a resolution to



the situation. Sellers may receive a one-time contact regarding an isolated incident or may have ongoing communication with an Amazon representative in order to rectify more consistent problems. Amazon will often share data in order to educate sellers on operational issues. Whenever necessary, Amazon may return merchandise at sellers' expense and/or assess charges to sellers to offset expenses incurred as a result of noncompliance with operational standards. To help ensure continuous levels of quality, it is necessary to communicate to your procurement partners well in advance of any circumstances that may compromise or interrupt service, such as system changes or facility closures.

14. INVENTORY REMOVALS/RETURNS

- 14.1. Return of items that were received and met the requirements of fulfilling a shipment (see section 2) will be subject to the terms agreed upon by the seller and Amazon.
- 14.2. All deliveries to Amazon that do not meet the requirements of fulfilling a shipment (ex: overages, damaged product, wrong delivery location) may be rejected or returned to the seller at the sellers' expense. These returns are not subject to the agreed upon terms of returns, as they are considered to be caused by seller non-compliance.
- 14.3. Sellers must attempt to find resolution with the Seller Support prior to refusing any returned items.
- 14.4. Please ensure that you keep your Seller Return Address information in Seller Central ('Return Addresses' section under 'Account Settings' heading) up to date.
- 14.5. Return Merchandise Authorization (RMA)
 - 14.5.1. RMA enables the seller to query and authorize their own returns in Seller Central. For the removals, requiring authorization, an auto email is sent to the seller (through seller central); notifying them they need to take some action on the removal.
 - 14.5.2. The sellers can view the unsellable items and quantity in 'Manage FBA inventory' page and can create a removal for them by clicking on 'Unfulfillable' column. The seller can also create a removal based on the feedback from the sales and operations team.
- 14.6. As per the government regulations, all out of state returns would require a region specific waybill to be sent along with the returns shipment. Amazon would collect such pre-signed copies of waybills from sellers on requirement basis to which the seller is expected to comply.
- 14.7. The seller needs to give prior intimation to Amazon in case he is subject to a government audit regarding the waybills and needs to submit them back to the authorities.
- 14.8. No return of Amazon returns is permitted. The seller is supposed to contact seller support for the returns request, in case there appears to be a discrepancy/difference of opinion on the return.
- 14.9. Unless otherwise specified, the returns will be delivered by Amazon to the seller on chargeable basis.
- 14.10. All the sellers will be given the option of pick up for returns. Sellers can select the pick-up option from Seller Central and must pick up the shipment from the FC within 72 hours of the shipment being ready.

15. GLOSSARY OF TERMS

Amazon Reference Number (ARN): A unique ID of a shipment defined as a trackable unit from Amazon's perspective. An ARN is generated when a Routing Request is process and will appear on the email confirmation sent from Amazon to the Vendor

ASIN (Amazon Standard Item Number): A unique identifier for all products in the catalogue

Bill of Lading (BOL): A document issued by an entity providing transportation services that serves three purposes: 1) serves as receipt for the goods delivered to the carrier for shipment, 2) defines the contract of carriage of the goods from the point of origin to the point of destination according to the responsibilities of the service provider listed on the bill of lading, 3) under certain



conditions, provides evidence of title for the goods.

Bill of Lading Number: A unique number assigned by the shipper when creating the Bill of Lading. Shipment ID of one of the shipments from the consignment can be used as BOL#

Carrier Appointment Request Portal (CARP): Web based portal that sellers/carriers utilize to request a delivery appointment at Amazon FCs.

Consolidation: Occurs when multiple shipments are combined into one truck.

Cube: The amount of space a shipment occupies on a trailer

EAN (European Article Number): A 13-digit product identifier representing products as a barcode used internationally.

EDI (Electronic Data Interchange): A method of transmitting data in formatted messages electronically between Amazon, sellers, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU).

Fulfillment Center (FC): Amazon facilities, designed to hold goods for extended periods of time and ship product directly to our customers.

Hazardous Materials (Hazmat): Products which are classified as dangerous goods under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) because they contain flammable, pressurized, corrosive, environmentally hazardous or otherwise harmful substances.

ISBN (International Standard Book Number): Global industry-standard identifier, used principally for books and used for some DVDs, CDs, etc.

Less than Truckload (LTL): A shipment that does not fill a full truckload (generally, < 50% of a truck) is picked up by an LTL carrier and consolidated with other seller's shipments before being delivered to Amazon's FC.

License Plate (LP) Receive: Receive process where items are received by scanning a barcode (SSCC) on the outside of the package, thus eliminating the need to open the carton and scan each item.

Packing List: A seller prepared document that lists all merchandise and quantities of merchandise in a particular shipment.

Pallet: Movable platform used to stack cases or boxes/cartons to facilitate handling.

Prepaid: The consignor (seller) pays the freight charges.

PRO Number: A unique number assigned by a motor freight carrier to identify a specific shipment. To be left as blank in the PRO column while requesting appointment through CARP.

Return Merchandise Authorization (RMA): A process that enables the seller to query and authorize their own returns in the Vendor Central.



SCAC (Standard Carrier Alpha Code): A unique, four-letter alpha code used to identify a carrier.

SSCC (Serialized Ship Container Code): An 18-digit number used to identify logistics units; used in LP Receive.

SKU (Stock Keeping Unit): A merchant specific identifier for a purchasable good

UPC (Universal Product Code): A standard type of barcode (widely used in North America) for tracking trade items.

16. APPENDIX A: PRODUCT HANDLING CAPABILITY OF FC

FC Name	Expiry Dated Items	Hazmat	Food	Temp Control	Very High Value (MRP ≥ ₹ 30,000)	Apparel (without boxes)	Heavy Bulky	Return Removal enabled
BOM1 (Maharashtra)	✓		✓	✓	✓			✓
SBOA (Maharashtra)	✓							
SBOB (Maharashtra)	✓						✓	
BOM3 (Maharashtra)	✓	✓	✓		✓	✓		✓
BOM4 (Maharashtra)	✓		✓		✓	✓		✓
SPNA (Maharashtra)	✓				✓	✓		
NAG1 (Maharashtra)	✓		✓		✓	✓		✓
BLR5 (Karnataka)	✓	✓	✓	✓	✓	✓		✓
BLR6 (Karnataka)	✓		✓		✓	✓		✓
DEL2 (NCR)	✓	✓	✓	✓	✓	✓		✓
SDEA (NCR)	✓					✓		
SDEB (NCR)	✓					✓		
SDEC (NCR)	✓				✓	✓		
SDED (NCR)	✓				✓	✓		

SAMA (Gujarat)	✓					✓		
SAMB (Gujarat)	✓				✓	✓		
SATA (Punjab)	✓				✓	✓		
HYD7 (Telangana)	✓	✓	✓		✓	✓		✓
SMAA (Tamil Nadu)	✓					✓		
SJAA (Rajasthan)	✓					✓		
SCCA (West Bengal)	✓				✓	✓		

17. APPENDIX B: PRODUCT SPECIFIC REQUIREMENTS

17.1. Hazardous Materials / Regulated Chemicals



Various products and substances are classified as dangerous with the consequence that, other than in extremely limited circumstances, they are not legally capable of being transported by air or by road.

Amazon's policy is that, with the exception of excepted lithium batteries according to Special provision 188 of latest IMDG versions and packing instructions 965 to 970 of latest IATA DGR version, Amazon will not contemplate air transport of any goods which might be considered dangerous. Amazon will, where it is legally possible, transport "dangerous" goods by road. However, it is vital that Amazon is aware of whether or not any product supplied by a seller could fall within the dangerous category. That is why sellers have to tell Amazon about the components of their products and have to identify whether these products constitute hazardous materials.

Only the Hazmat enabled Fulfillment Centre will accept Hazmat products. The delivery of Hazmat products to any other fulfillment center will result in their rejection and the seller will have to take back the items. Accordingly, unless specifically approved by the Amazon Product Compliance Team, you must not register any product classified as either a dangerous good or substance (Hazmat).

A product will be considered Hazmat if any of its components are classified as dangerous substances or are otherwise regulated by the applicable regulations or under any of the following:

- Place holder for INDIAN rules:
- IATA DGR
- IMDG
- CMV rules, 1989
- Insecticides Act, 1968 and Insecticides Rule, 1971
- Hazardous chemical rules, 1989
- Environment Protection Act, 1986
- Batteries Rules, 2001

It is the sellers' responsibility to ensure that any Hazmat products are marked, labeled, and packaged in conformance with all the applicable regulations. Sellers must ensure that any Hazmat product deliveries are accompanied by all necessary shipping paperwork.

required by the Regulations. Amazon will not carry any product requiring special cleanup, handling, disposal, or storage processes. Amazon will not range any product that contains:

- Explosives;
- Toxic gases;
- Spontaneously combustible substances;
- Substances which in contact with water emit flammable gas;
- Infectious substances; or

Radioactive material in either gaseous, liquid or solid (including powder) form.



17.2. Grocery and Beverages

17.2.1. Food and beverage products (and products containing food or beverage) will only be considered after review by the Product Compliance Team. Thereafter, they will also have to pass the Certified Sample Centre testing and will only be considered for sale if they meet the following requirements:

- Item is permitted for sale within India
- The item has a shelf-life greater than 60 days
- All units within case quantities must share the same expiry date
- If you are delivering multiple case quantities of the same ASIN, you must attach an A4 label in a visible location on the pallet that states “ASINs with Multiple Expiry Dates”
- Item is double-packed so as not to serve as an attraction for pests (e.g. food or beverage sealed within a sealed product may be acceptable).
- The item is an ambient food or beverage that can tolerate storage temperatures of up to 30 degrees Celsius
- Items consisting of or containing chocolate or other ingredients which may melt must be able to tolerate temperatures of 24 degrees Celsius

17.2.2. Deliveries will be refused in case of:

- Liquid or content leaking
- Visible dent on food cans
- Broken product seal on grocery items
- Foul odour
- Evidence or presence of pests/insects
- Contaminated/dirty package
- Food arriving with a temperature over 30 degrees Celsius
- Any combined truckload/transportation of human foods or pet-foods with fully regulated dangerous goods.

17.2.3. Please also note the following:

- All food products must be packed in different cartons than non-food products
- All cartons with food products, including pet food, must be clearly labeled to identify that it contains food products (preferably on an A4-size label and with the label facing the rear of the truck to allow easy identification when offloading)

An example label can be found below:



Nothing set out above shall be deemed to vary, amend or in any way affect any terms set out in the relevant trading agreement between Amazon and the vendor.



17.3. Liquids

Liquid products (or products containing liquids) will only be allowed if:

17.3.1. They have suitable packaging, secure closure and do not roll.

17.3.2. The bottle or vessel containing the liquid is not breakable (if total liquid volume is greater than 150ml). The lid must be secure and not be susceptible to opening during transit or handling.



17.4. Pellets or Granular Products

Pellets/Granular products may leak and cause damage to conveyance machinery. For this reason, all such products must not leak pellets.

17.5. Sharp/Hazardous or Damage-Prone Items



Amazon reserves the right to specify products requiring additional protective packaging in order to preserve the integrity of the product throughout the fulfillment process. Any product comprised of sharp, hazardous or damage-prone items, delivered to Amazon FCs with inadequate or non-compliant packaging, will be refused at the sample center.

17.5.1. Any product that has a sharp or pointed edge that when exposed could present a safety hazard to associates, carriers, or customers receiving or unpacking the product; sharp products must be packaged so that the sharp or pointed edge does not become exposed in the normal course of order fulfillment (i.e. receipt, stocking, shipment preparation and transit to the customer)

17.5.2. Sharp items should be blister-packed to provide the safest packaging. The blister pack must cover the sharp edge and be securely fastened to the item so that the item does not slide around within the blister pack and the sharp edge cannot protrude the seal

17.5.3. Sharp products secured to a footprint and wrapped in plastic may also be allowed; provided the plastic is rigid enough to withstand handling and exterior contact does not cause the sharp edge to perforate the plastic

17.5.4. Please ensure that any sharp items do not have the ability to protrude the outer cartons whilst in transport



17.6. Glass, Ceramic, Breakable and Fragile Items

These items may present a safety hazard to Amazon associates, carriers or customers receiving or unpacking the product. Breakable products must be packaged so that they cannot be broken or exposed in the normal course of the fulfillment process.

17.6.1. Any open sided boxes or containers need to have the exposed face covered. Any irregular shaped products (e.g. toys) must be bagged. If the exposed item is a regular shape (e.g. silverware) these need to be shrink wrapped

17.6.2. Items must be in a solid six-sided box so that the item is not exposed in any way

17.6.3. All items must be individually wrapped to prevent damage from other items within the container (e.g. set of four wine glasses) and may be subject to a drop test.



17.7. Plush Items, Toys and Sports Products

Plush items, which are classed as any fabric/material/plastic product must conform to the following guidelines:

17.7.1. Plush products must be packaged so that the item cannot be damaged, soiled or cause unsafe conditions by reason of exposure during the fulfillment process

17.7.2. Any open sided boxes or containers need to have the exposed face covered. Any irregular shaped products (e.g. toys) must be bagged. If the exposed item is a regular shape (e.g. silverware) these need to be shrink wrapped

17.7.3. Packaging must be safe, taking into account the fact that children will be using the product and must comply with all relevant laws, regulations, guidance and industry standards

17.7.4. Items must be shrink-wrapped or placed in a sealed polythene bag. The polythene bag/shrink-wrap should not protrude more than 7.5cm past the dimensions of the product

17.7.5. All bags used on toys (a toy is defined as any product or material designed or clearly intended for use in play by children of less than 14 years of age) thinner than 0.038mm and opening of 5 inches or more must have 6mm holes perforated and requires a suffocation warning label, all bags greater than the size of a baby's head must have a warning printed. Example suffocation warning: 'Plastic bags can be dangerous. To avoid danger of suffocation, keep this wrapper away from babies and children' any bagged items must have a visible and scannable EAN/UPC/ISBN/ASIN barcode sticker (either on the outside of the polythene bag or on the item). Any barcodes on swing tickets must be facing upwards to allow scanning without opening the bag

17.7.6. Child-appealing products and toys that have draw-string closures must be over-bagged

17.7.7. Amazon does not accept unboxed inflated or semi-inflated sports balls (e.g. footballs or basketballs).



17.8. Textiles /Apparel

- 17.8.1. Any product made of cloth or fabric that can be damaged by tearing, dirt, dust or liquid must meet the following requirements:
- 17.8.2. Items must be shrink-wrapped or placed in a sealed polythene bag
- 17.8.3. Polythene bag/shrink wrap should not protrude more than 7.5cm past the dimensions of the product
- 17.8.4. Any bagged items must have a visible and scannable EAN/UPC barcode sticker (either on the outside of the polythene bag or on the item). Any barcodes on swing tickets must be facing upwards to allow scanning without opening the bag



17.9. Jewelry

All jewelry items must be packaged in one of two following ways:

- 17.9.1. In individual boxes with a white sleeve. The barcode sticker must be on the bottom of the box and on the top of the sleeve
- 17.9.2. In individual pouches with a plastic grip bag. The barcode sticker must be on the plastic bag. Please note that boxes are the preferred form of packaging



17.10. Shoes/Footwear

- 17.10.1. Footwear boxes must not be sealed
- 17.10.2. Boxes must be clearly labeled with the exact size as per the international standards (US, UK) provided during item set up