



AMAZON POLICY VIOLATION RESOLUTION CASE STUDY



RECOVERING LISTING STATUS &
RESOLVING RESTRICTED PRODUCT ISSUE

We identified the root cause, addressed Amazon's policy requirements, submitted a successful appeal, and restored the listing status.

OUR APPROACH



IDENTIFY

Detected policy violation and analyzed the issue.



RESOLVE

Aligned listing data with Amazon policies and requirements.



APPEAL

Submitted a successful appeal with accurate documentation.



OUR GOAL

To resolve the policy violation and restore full listing functionality.



Policy Issue Identified



Corrective Action Taken



Listing Reinstated



Business Restored



RESTRICTED PRODUCT POLICY VIOLATION DETECTED

During a routine review of Account Health, we identified a policy violation that was impacting the listing status.



ISSUE IDENTIFIED

A Restricted Product Policy Violation was detected in the Account Health section.

Account Health [Leave Feedback](#)

To sell on Amazon, you must adhere to the below performance targets and policies.

Customer Service Performance

	Seller Fulfilled	Fulfilled by Amazon
Order Defect Rate	0%	N/A
Negative Feedback Rate	0%	N/A
A-to-z Guarantee Claim Rate	0%	N/A
Chargeback Rate	0%	N/A

[View details](#)

Policy Compliance

Received Intellectual Property Complaints	0
Product Authenticity Customer Complaints	0
Product Condition Customer Complaints	0
Food and Product Safety Issues	0
Listing Policy Violations	0
Restricted Product Policy Violations	1
Customer Product Reviews Policy Violations	0
Other Policy Violations	0
Regulatory Compliance	0

[View all \(1\)](#)

Shipping Performance

Late Shipment Rate Target: under 4%	N/A
Pre-fulfillment Cancel Rate Target: under 2.5%	N/A
Valid Tracking Rate Target: over 95%	N/A
On-Time Delivery Rate Target: over 97%	N/A

[View details](#)

WHAT THIS MEANS?

A Restricted Product Policy Violation can lead to:

- > Listing removal
- > Loss of sales
- > Account suspension risk

IMPACT



Listing at Risk



Sales Impacted



Immediate Action
Required



Next Step: We reviewed the violation details to understand the exact reason and started the corrective action process.





POLICY REVIEW & CORRECTIVE ACTION

We reviewed the violation details in the Account Health section to understand the impact and took the necessary action to resolve the issue.



KEY HIGHLIGHTS



Violation Type
Restricted Products
Policy Violation



Date Identified
Sep 26, 2025



Action Taken
Listing Removed

Applied Filters

Restricted Product Policy Violations (1) X

Open Archived (0)

Reason	Date ↓	What was impacted?	At Risk Sales (0)	Action Taken
Restricted Products Policy Violation	Sep 26, 2025	ASIN: B0GJJYDCV Product detail page was restricted due to policy violation.	No sales in the past 12 months	Listing removed

[Review details](#) ▾

OUR ACTION PROCESS



1. REVIEW

Reviewed the violation details and policy requirements.



2. ANALYZE

Analyzed the impact on listing and account health.



3. TAKE ACTION

Prepared necessary documentation and submitted appeal.



4. FOLLOW UP

Monitored the case and followed up with Amazon support.



SUMMARY

We identified the Restricted Product Policy Violation, reviewed its impact, and initiated the corrective action to restore the listing.



NEXT STEP

Our appeal was submitted to Amazon for review. Awaiting confirmation and reinstatement.





APPEAL REVIEWED & LISTING REINSTATEMENT PROCESS

Amazon reviewed our appeal and confirmed that the issue is being resolved. The product detail page will be reinstated shortly.



AMAZON'S RESPONSE



Appeal received for the restricted ASIN.



Reinstatement process has been started.



Product detail page will be visible within 2 business days.



You may relist the product as needed.



Amazon
to khonnarad.spr@gmail.com

Oct 29, 2025
6:59 AM GMT

Reply

Hello ,

We received your appeal for the ASIN B0GJJYDCV. We have started the process of reinstating the product detail page, and you may relist the product as needed. Please note that the reinstatement may not take effect immediately but the process should be completed within the next 2 business days.

We're here to help

-- If the product detail page is not visible within 2 business days, you can contact our Selling Partner Support team: <https://sellercentral.amazon.com/cu/contact-us>

-- If you need help relisting or editing your listings, go to "Manage your listings one at a time":

https://sellercentral.amazon.com/gp/help/201186860?referral=A1ZCXFJ5KZ9C69_A1H92E12VFC4US

Amazon Services

To help us continually improve, we ask that you take a moment to complete our survey below. This would help us understand your overall compliance experience.

Were you satisfied with the support provided?

Yes

No



**ISSUE
RESOLVED
SUCCESSFULLY**



**POLICY ISSUE
RESOLVED**

Restricted Product Policy Violation successfully resolved.



**LISTING
REACTIVATED**

Product detail page reinstatement process initiated.



**CHANGES VISIBLE
SOON**

Listing will be visible within 2 business days.



**BUSINESS
PROTECTED**

Account health protected and future disruptions prevented.



FINAL OUTCOME

The policy violation was **resolved**, the listing has been **reinstated**, and full selling privileges are restored.



**LISTING RESTORED.
BUSINESS BACK ON TRACK.**



Thank You!

YOUR TRUSTED AMAZON GROWTH PARTNER



Amazon
Authorized Partner



5000+
Cases Resolved



Registered in
UK & USA



6+ Years
of Experience



20% Upfront
80% After
Resolution



Complete
A-to-Z
Account Management



**READY TO RESOLVE YOUR
AMAZON ACCOUNT ISSUES?**

We're here to help!



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Let's Grow Your Amazon Business Together.