

# AMAZON DROP SHIPPING POLICY VIOLATION RECOVERY CASE STUDY



Restoring Seller Fulfilled Offers  
& Recovering Your Account



ISSUE IDENTIFIED



STRATEGIC ACTION



ACCOUNT RECOVERED



WE RESOLVE ISSUES. YOU GROW FURTHER.

# THE ISSUE

## DROP SHIPPING POLICY VIOLATION

Amazon flagged a Drop Shipping policy violation and requested additional details to reactivate seller fulfilled offers.



### POLICY CONCERN

Drop Shipping policy violation identified.



### ADDITIONAL DETAILS

Amazon requested more information and evidence.



### IMPACT

Seller fulfilled offers were affected.



## Drop Shipping Policy Violation

April 22, 2025

Your Amazon account

amazon

Hello Douadi Nathan/LiorsVroomGarage ✓

We received your submission but we do not have enough information to reactivate your seller-fulfilled offers at this time. To reactivate your seller-fulfilled offers, please send the following:

- Greater detail on the root causes of the Drop Shipping policy violations.
- Greater detail on the actions you have taken to comply with Amazon Drop Shipping policy.
- Greater detail on the steps you have taken to prevent violations of Amazon Drop Shipping policy going forward.
- Greater detail on evidence or examples that demonstrate that your account has complied with our policy.

How do I send the required information?

Submit this information by following the instructions in the banner on the top of your "Account Health" page:

[https://sellercentral.amazon.com/performance/notifications?ref=ah\\_em\\_op](https://sellercentral.amazon.com/performance/notifications?ref=ah_em_op)

What happens if I do not send the requested information?

If we do not receive the requested information, your seller-fulfilled offers will remain deactivated. A reserve equal to your gross sales amount for the preceding 14 days will apply while your account is under review. Based on your order volume, the reserve amount may change daily.



### ISSUE IDENTIFIED

Drop Shipping policy violation.



### INFORMATION REQUESTED

Amazon asked for more details.



### OFFERS AFFECTED

Seller fulfilled offers impacted.

# THE ACTION PLAN

Account reactivation process initiated



## INFORMATION SUBMITTED

All required details and documents sent.



## REVIEW STARTED

Amazon received the submission for review.



## COMPLIANCE FOCUS

Corrective actions and compliance steps provided.



### Submission Sent

Information provided.



### Under Review

Amazon review in progress.



### One Step Closer

Account recovery on track.



## Reactivate your account



Submission Choice



Explanation



Add documents



Confirmation



### We've received your submission.



We will review your submission and you should expect a reply within the next 1-2 days.

## Things you can do



Monitor the performance of your account on [Account Health](#).



Check your email for updates from Amazon.



# THE FINAL RESULT

Account recovery  
achieved successfully



## OFFERS REACTIVATED

Seller fulfilled offers  
have been reactivated.



## UNDER REVIEW

Account is under review  
with Amazon.



## RESERVE APPLIES

Reserve equal to gross sales  
for the preceding 14 days  
will apply.



## Your Amazon account

May 3, 2025



Hello Douadi Nathan/LiorsVroomGarage ✓,

Thank you for your submission. It has been reviewed and your seller-fulfilled **offers have been reactivated** while still under review. A reserve equal to your gross sales amount for the preceding 14 days will apply while your account is under review.

### What are the details of the funds reserve?

Based on your order volume, the amount of the reserve may change daily. This reserve amount shows as your "Unavailable Balance" in your "Payments Report" in Seller Central.

When your account balance exceeds this reserve amount, you will be able to transfer funds based on your settlement schedule. For more details, visit the "Payments Dashboard" in the "Reports" section of Seller Central.

<https://sellercentral.amazon.com/payments/reports/statement/details>



## SUCCESSFUL RECOVERY

Account recovery in progress.



## CONTINUOUS MONITORING

Account performance under review.



## BUSINESS RESTORED

Selling activity 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.*