

WE SOLVED IT

Amazon Listing Successfully Reinstated

From listing removal to successful restoration – our team identified the root cause, implemented corrective actions, and secured Amazon's approval.



**LISTING
RESTORED**



**COMPLIANCE
ACHIEVED**



**SALES
RESUMED**

THE CHALLENGE

On April 24, 2025, Amazon removed the client's product listing due to a pattern of **negative customer feedback**.

April 24, 2025

Action Required: Listing Removed from Amazon

amazon

Dear Vitality Fizz USA,

Your listings have been removed due to negative customer returns comments. The items we received complaints about are listed at the end of this email.

Why did I receive this message?

We took this action after customer feedback across our product catalog, our systems have detected a pattern of negative experiences reported by customers who purchased this product. The negative customer feedback for the listing we removed may have included complaints that the item does not accurately match the condition, function, or description as mentioned in the product detail page, the wrong item was received, or the items are close to, or past, its expiration date, or damaged.



WHAT HAPPENED?

Amazon removed the listing after detecting a pattern of negative customer feedback related to the product experience.



IMPACT ON BUSINESS

- ✘ Listing removed from search results
- ✘ Loss of product visibility
- ✘ Sales and revenue negatively affected
- ✘ Urgent action required to restore selling privileges



CHALLENGE IDENTIFIED.
IMMEDIATE ACTION TAKEN.



NEXT STEP:
Investigating the Root Cause

ROOT CAUSE ANALYSIS

We conducted a detailed review of Amazon's notification and customer feedback data to **identify the root cause** of the issue.

Performance notification

Complaint Type	ASIN	Title	Top Concession Reason(s)
Negative Customer Feedback	B0D5LNDK3H	2025 Hydrogen Water Bottle & Water Ionizer – Advanced 6000+ PPB SPE/PEM Technology – All-in-One Portable Hydration System for Athletic Performance & Daily Wellness	Negative Customer Feedback

 [Report an issue with this email](#)

[View the returns policy](#) | [Visit Seller Central](#)





Please note: this email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

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IDENTIFYING THE ISSUE

Our team analyzed the performance notification and customer feedback to understand the underlying cause of the listing removal.

KEY FINDINGS

-  Listing removed due to a pattern of negative customer feedback.
-  Customer expectations were not fully aligned with the product experience.
-  Amazon flagged the listing as a potential customer satisfaction risk.
-  Immediate corrective actions and documentation were required.



**OUR
APPROACH**



Reviewed customer complaints



Audited listing content



Evaluated product presentation



Prepared corrective action plan

OUR SOLUTION

We implemented a strategic action plan to address the issues, meet Amazon's requirements, and **successfully reinstate** the listing.



OUR GOAL

Resolve the issue, ensure compliance, and restore selling privileges.



01 ROOT CAUSE ANALYSIS

Conducted in-depth analysis of customer feedback and Amazon's notification to identify the real issue.



02 LISTING REVIEW & OPTIMIZATION

Reviewed and optimized the listing content to ensure accuracy, clarity, and policy compliance.



03 DOCUMENTATION PREPARATION

Prepared a comprehensive Plan of Action (POA) with supporting documents and evidence.



04 APPEAL SUBMISSION

Submitted a well-structured appeal to Amazon with clear explanations and corrective actions.



05 COMPLIANCE IMPROVEMENTS

Implemented measures to address customer concerns and ensure ongoing compliance.



06 PREVENTIVE MEASURES

Established preventive strategies to avoid future issues and maintain account health.



A STRATEGIC PLAN. COMPLETE EXECUTION. **SUCCESSFUL OUTCOME.**

SUCCESSFUL REINSTATEMENT

After our appeal and corrective actions, Amazon reviewed the case and **approved the reinstatement** of the listing.

May 13, 2025

Your appeal has been approved

amazon

Hello Vitality Fizz USA,

We reviewed your appeal and have restored your listing.

ASIN: B0D5LNDK3H

Thank you for your patience and for working with us to maintain a positive experience for our customers.

Sincerely,
Amazon Seller Performance Team

Listing Details

ASIN	Product Title	Status
B0D5LNDK3H	2025 Hydrogen Water Bottle & Water Ionizer – Advanced 6000+ PPB SPE/PEM Technology – All-in-One Portable Hydration System for Athletic Performance & Daily Wellness	ACTIVE (REINSTATED)



**APPEAL
APPROVED**

Your listing has been restored and is now active on Amazon.



**LISTING
SUCCESSFULLY
RESTORED!**

Amazon accepted our appeal and reinstated the listing, allowing the client to continue selling and rebuilding their business.

KEY RESULTS



Listing reinstated and fully active on Amazon.



Product visibility restored and sales opportunities resumed.



Account health improved and compliance achieved.



Client satisfied and business back on track.



**CASE RESOLVED.
BUSINESS RESTORED.**



**EXPERTISE.
COMMITMENT.
RESULTS.**

“ We don't just submit appeals, we **deliver results.** ”



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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+44 7777 501532



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Amazon@dastan.uk



Website
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Let's Grow Your Amazon Business Together.