

SC SELLER CANDY

FBA Reimbursement: When to Request vs Keep Investigating (2026 Checklist)

Phase 1: Define the Event Clearly

Before anything else, identify the exact issue.

- Lost inventory (warehouse loss)
- Damaged in fulfillment center
- Customer return not received
- Customer refund without return
- Removal or disposal discrepancy
- FC transfer discrepancy

Phase 2: Check Inventory & Event Status

Confirm whether Amazon has already acknowledged or is still processing the issue.

- Inventory adjustments logged in reports
- Shipment status (receiving, closed, reconciled)
- Returns status (in transit, processing, completed)
- Event marked as "researching" or unresolved

Phase 3: Apply the "Wait or File" Rule

File now if:

- The event is complete and no longer changing
- The loss/damage is clearly recorded
- The reimbursement window is open and valid
- You have matching data across reports

Phase 4: Write the Request Like a Routing Instruction

Amazon support responds better to clarity than explanation.

- Start with a one-sentence "Requested Action"
- Example: "Request reimbursement for 12 units lost during FC transfer for Shipment ID X"
- Avoid long narratives or multiple issues in one case

Phase 5: Include Only Critical Identifiers (Up Front)

Make it easy for support to act immediately.

- ASIN
- SKU
- FNSKU
- Shipment ID / Order ID
- Relevant dates (receive date, transfer date, etc.)

Phase 6: Attach Proof That Matches the Claim

Only include evidence that directly supports your request.

- Inventory ledger or adjustments
- Shipment reconciliation data
- Event logs showing custody with Amazon
- Screenshots of discrepancies

Phase 7: Manage the Case Properly

After submission:

- If status is unclear, follow up in the same case thread
- Wait a defined interval before following up (don't spam)
- Keep responses consistent with the original request

Phase 8: Escalate Strategically

If resolution stalls:

- After 2-3 responses with no progress, request supervisor review
- Reference the full case thread for context
- Restate the requested action clearly

👉 [See how Seller Candy handles FBA reimbursement cases](#)

It'll give you a clearer idea of what to check next and how to move forward without wasting time on back-and-forth with support.