

# MZN SUSPEND MAILLERI

"MZN her zaman yanınızda"

www.mzndanismanlik.com



## 1. AHR

### amazon

Hello,

Based on your Account Health Rating, your Amazon seller account has been deactivated and your listings have been removed in accordance with Section 3 of Amazon's Business Solutions Agreement. Due to the status of your account, funds will not be transferred to you until all open orders have shipped and any amounts paid for A-to-z Guarantee claims on your orders have been deducted. This usually takes about 90 days but funds may be held longer.

#### Why is this happening?

We took this action because there are unaddressed policy violations related to your selling account, and these violations have caused your Account Health Rating to fall below the threshold for deactivation. It is your obligation to make sure that you adhere to all applicable laws and Amazon's policies. Please visit the following to learn more:

https://sellercentral.amazon.ca/help/hub/reference/521

#### How do I reactivate my account?

To reactivate your Amazon selling account, visit the **Account Health** page to appeal these policy violations. You can find them in the **Product policy compliance** section of the **Account Health** page

(https://sellercentral.amazon.ca/performance/dashboard?

ref=ah em composite). To address any given violation, please follow the guidance next to that violation in the Next steps column. Your account will be considered for reactivation once the policy violations have been successfully appealed.

#### We're here to help.

Use this link (\$(cmnrepeat)) to speak to an Account Health specialist if you have questions about the violations or need help to submit appeals.

# 2. AHR ÖNCESİ GELEN MESAJ

## amazon

Hello Seller

Thank you for speaking with us about your Amazon selling account.

Based on your Account Health Rating, your Amazon seller account is pending deactivation within 72 hours.

Why is this happening?

We took this action because there are unaddressed policy violations related to your selling account, and these violations have caused your Account Health Rating to fall below the threshold for deactivation. It is your obligation to make sure that you adhere to Amazon's policies. Please visit the following page to learn more: https://sellercentral.amazon.ca/gp/help/external/QLQRT6FX2K7C8Y5

What's next?

To prevent your Amazon.ca selling account deactivation, visit the "Account Health" page to address these policy violations within the next 72 hours and improve your Account Health Rating. You can find them in the "Product Policy Compliance" section of the "Account Health" page

section of the "Account Health" page (https://sellercentral.amazon.ca/performance/dashboard?ref=ah\_em\_composite). To address any given violation, please follow the guidance next to that violation in the 'Next Steps' column.

What happens if I do not send the requested information? If your Account Health Rating remains below the threshold after 72 hours, your account will be temporarily deactivated.

We're here to help

The Account Health Sunnort team is available 7 days a week 24 hours a day to



## 3. FİKRİ MÜLKİYET

### amazon

Your Amazon selling account has been deactivated. Your listings have been removed. Funds will not be transferred to you but will be held in your account while we work with you to address this issue. Please ship any open orders to avoid further impact to your account.

#### Why did this happen?

We arrived at this decision because we were unable to verify information related to your seller account, or did not receive any new information regarding your listings or selling history.

#### We're here to help.

If you need help better understanding what is causing this, please search for "Intellectual Property Violations" in Seller Central Help (https://sellercentraleurope.amazon.com/gp/help/external/201361070).

How do I reactivate my account? To reactivate your selling account, please send us the following:

#### A plan of action that explains:

- -- The root cause(s)
- -- The actions you have taken to resolve the notices of infringement or violation
- -- The steps you have taken to prevent infringement or violating Amazon's

For security reasons, we only accept attachments in the following file formats: .jpeg, .jpg, .pjpeg, .gif, .png, .tiff. These documents must be authentic and

How do I send the required information?

## 4. APPEAL REDDEDILME MAILI

#### amazon

Thank you for submitting your plan of action. We reviewed your appeal and determined that it is missing at least one of the following points of information.

Please include the missing information in your plan of action:

-- Greater detail on the root cause(s) of the infringement.

- -- Greater detail on the actions you have taken to resolve the infringement issues.
- -- Greater detail on the steps you have taken to prevent infringement going forward.

### Has your account been deactivated in error?

If you believe there has been an error, please tell us why. Your explanation should include an explanation for how your account has not violated the brand's intellectual property along with documents mentioned above to support authenticity.

### Where do I send this information?

Please submit your appeal to reactivate account by clicking the "Reactivate your account" button on Account Health (https://sellercentraleurope.amazon.com/performance/dashboard?ref=ah\_em\_mpa). If you want to

submit additional information, click on the "View appeal" button and submit additional information as requested.

What happens if I do not send the requested information?

If you do not send the requested information within 20 days, your account may be deactivated permanently across all the marketplaces in the region of your enforcement and funds in your account may be held for up to 90 days or longer depending upon the marketplace.



# 5. KISITLANMIŞ ÜRÜN

#### amazon

Your Amazon seller account has been permanently deactivated in accordance with section 3 of Amazon Business Solutions Agreement. Your listings have been removed. Funds will not be transferred to you but will stay in your account while we work with you to address this issue.

#### Why did this happen?

We have taken this measure because you have listed items that are not permitted for sale on Amazon. Items sold on Amazon must adhere to all applicable laws and Amazon policies. For more information, please visit "Category, Product, and Content Restrictions":

https://sellercentral.amazon.ca/gp/help/200164330

## How do I reactivate my account?

To reactivate your seller account, please submit evidence or documentation demonstrating that your account has not violated our "Restricted Products" policy.

#### How do I send the required information?

To submit this information, please follow the instructions in the banner at the top of your Account Health page in Seller Central: https://sellercentral.amazon.ca/performance/dashboard?reftag=ah\_em\_rp

What happens if I do not send the required information? If you do not provide the required information, your account will remain deactivated. you have funds in your account, you may separately request a funds disbursement by contacting disbursement-appeals@amazon.ca, after 90 days following this notification. We will conduct a separate investigation to evaluate your account and if we find that you have engaged in deceptive, fraudulent, or illegal activity, or have abused our systems or repeatedly violated our policies that protect our customers and selling partners, we may withhold some or all funds in your

# 6. 3 ASIN (ÜRÜN ORIJINALLIĞI)

#### amazon

Your Amazon Seller account has been temporarily deactivated and your listings have been removed. Funds will not be transferred to you but will be held in your account while we work with you to address the following concern(s).

#### Why is this happening?

In accordance with Section 3 of Amazon's Business Solutions Agreement, your account has been deactivated because you are offering items that may be inauthentic. A list of these items is provided at the end of this email

In order to ensure that customers can shop with confidence on Amazon, we routinely request additional documentation from sellers to verify their account information and confirm authenticity of certain items.

The sale of counterfeit products on Amazon is strictly prohibited. You can learn more about Amazon's policies regarding the sale of counterfeit items in Seller Central Help:

- · Amazon Anti-Counterfeiting Policy (http://sellercentral.amazon.co.uk/gp/help/201165970)
- Policies and Agreements (<a href="http://sellercentral.amazon.co.uk/gp/help/521">http://sellercentral.amazon.co.uk/gp/help/521</a>)
   Amazon Services Business Solutions Agreement
- (http://sellercentral.amazon.co.uk/gp/help/1791)



# 7. 3 ASIN (ÜRÜN ORİJİNALLİĞİ)

#### amazon

Your Amazon Seller account has been deactivated and your listings have been removed because you have not sent us acceptable information to address the concern(s) with your Amazon selling account. Please ship any open orders. Funds will not be transferred to you but will be held in your account while we work with you

#### Why is this happening?

Your Amazon seller account has been deactivated in accordance with section 3 of Amazon's Business Solutions Agreement. We previously emailed you to request additional information that we needed to verify the authenticity of your products, and we did not receive a sufficient response to reactivate your Amazon selling account.

#### How do I submit the required information?

To submit this information, follow the instructions in the banner at the top of your Account Health page in Seller Central:https://sellercentraleurope.amazon.com/performance/dashboard?ref=ah em pg

What happens if I do not submit the required information? If you do not provide a valid appeal, or choose not to appeal the deactivation, 90 days after receiving this notification, you may separately request a funds disbursement by contacting disbursement-appeals@amazon.co.uk

We will conduct a separate investigation to evaluate your account. We may withhold some or all of the funds in your account if we find that you have engaged in deceptive, fraudulent, or illegal activity; abused our systems; or repeatedly violated our policies that protect our customers and selling partners in accordance with the Funds Withholding Policy

https://sellercentral.amazon.com/gp/help/9RA9LYBJ3QP27M6

# 8. AÇILIŞ SUSPENDİ

Thank you for submitting your appeal. We have received your submission but do not have enough information to reactivate your account at this time.

#### Why did this happen?

We were unable to verify the documents that you provided.

#### How do I reactivate my account?

To reactivate your account, please confirm that there is a valid credit card on file and submit one of the following documents:
-- A business license if applicable

- A utility bill dated for piped gas, natural gas, electricity, piped water, mobile phone, fixed-line

#### The document must meet the following requirements:

- -- It must contain the following information: your name and address, the service provider's name and additional information such as date of issue and due date, service provider's address, service provider's on a distance of issue and due date, service provider's address, service provider's under the data of the data
- Central.
- It must have been issued in the last 90 days
- It must have been a full page and unobstructed including corners.

  It must have a high definition and be clear and readable. The required information must be visible and in focus.
- It must be authentic and unaltered.
- It must not be protected with a password. You can reupload the same document without the password protection or upload a photo of the document. For security reasons, do not reply to this email with the password.
- -- It must not be a screenshot.
  -- It must not be a screenshot.
  -- It must not be a screenshot.
  -- It must be in one of the supported languages. Supported languages include Arabic, Simplified Chinese, Dutch, English, French, German, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Spanish, Swedish, Tamil, Thai, Turkish, and Vietnamese. If the documents are not in one of the supported languages, you must submit a notarized translation into one of the supported languag along with the original document.
- -- It must be a PDF, JPG, PNG, or GIF file.

### How do I submit the required documents?

To submit the required documents, go to the banner at the top of the "Account Health" page in Seller Central, click "Submit new information," and then provide the required information: https://sellercentral.amazon.com/performance/dashboard?ref=ah\_em\_ap

For more information on our requirements, go to "Amazon Services Business Solutions Agreement": https://sellercentral.amazon.com/gp/help/G1791



## 9. AÇILIŞ SUSPENDİ SONRASI NİHAİ RET KARARI

Solutions Agreement. Your listings have been removed. Funds will not be transferred to you but will stay in your account while we work with you to address this issue. Amazon's Business Solutions Agreement can be found at https://sellercentral.amazon.com/gp/help/1791

After reviewing your account and the information you provided during your virtual identity verification, we observed that you have supplied documentation to Amazon which appears to be forged or manipulated. We previously requested these documents from you to verify your identity. All requested documents must be authentic and unaltered.

If you have questions about the information requested above or if you believe your account has been deactivated in error, please contact us by following the instructions in the banner on the top of your Account Health page (https://sellercentral.amazon.com/performance/dashboard).

contacting <u>disbursement-appeals@amazon.com.We</u> will conduct a separate investigation to evaluate your account and if we find that you have engaged in deceptive, fraudulent or illegal activity; or have abused our systems or repeatedly violated our Policies that protect our customers and selling partners, we may withhold some or all funds in your account.

https://sellercentral.amazon.com/performance/dashboard or select Account Health on the home screen of the Amazon Seller app on your iOS or Android device. The Account Health page shows how well your account is performing against the performance metrics and policies required to sell on

- Download iOS App at (https://itunes.apple.com/na/app/amazon-seller/id794141485)
- Download Android App at (https://play.google.com/store/apps/details? id-com.amazon.sellermobile.android&hl)

## 10. DROP POLITIKASI-**DOLANDIRICILIKTAN GELEN**

### amazon

Your Amazon.com seller account has been deactivated in accordance with section 3 of the Amazon Business Solutions Agreement. Your listings have been deactivated, and any open

We discovered information that indicates your Amazon seller account has engaged in deceptive, fraudulent, or illegal activity. Information available to us indicates that this account has misused Amazon services by improperly handling buyer data and violating

#### https://sellercentral.amazon.com/gp/help/G201808410

(https://sellercentral.amazon.com/gp/help/external/G1791) and the Seller Code of Conduct (https://sellercentral.amazon.com/go/helo/Gisal). As a result, we have closed your Amazon seller account to prevent harm to our customers, other selling partners, and our store.

As a reminder, the Seller Code of Conduct requires that sellers act fairly and honestly on Amazon to ensure a safe buying and selling experience. Amongst other requirements, the Code of Conduct states that all sellers must:

-- Provide accurate information to Amazon and our customers at all times.

- -- Act fairly and not misuse Amazon features or services.

If you believe there has been an error, submit an explanation from the email that you used to register your Amazon account. Your explanation should include evidence or examples that demonstrate your account complies our terms and conditions or policies.

- This may include:
  -- Evidence that you have not misused Amazon services or improperly handled buyer information.
- Evidence of inventory to support your sales. This should include invoices or receipts
- -- Evidence that you are an authorized retailer or supplier for your listings
- If you have employed a third-party drop-shipping service, provide evidence of this greenent and authorization for access to your account.
   If you are facing logistics issues that are impacting proper fulfillment of your orders, provide reasons and supporting evidence associated with these for consideration
- during your review.

How do I send the required information? Submit this information to <u>selling\_partner-action-review@amazon.com</u>.



## 11. DROPSHIPPING INCELEMESI

#### amazon

Your seller-fulfilled offers have been deactivated and your listings have been removed in accordance with the Amazon Drop Shipping policy. You may still accept Amazon-fulfilled orders. A reserve equal to your gross sales amount for the preceding 14 days will apply while your account is under review. Although your offers have been deactivated, we still consider you an active seller in our stores. As such, continue to focus your attention on keeping promises to buyers so that your account is in good standing if you take the appropriate steps to reactivate your offers. This includes continuing to ship open orders, responding to buyer inquiries, and handling return and exchange requests. Why did this happen? We have taken this measure because we have found that you have violated the Amazon Drop Shipping policy. Drop shipping or allowing a third party to fulfill orders to customers on your behalf, is not acceptable unless it is clear to the buyer that you are the seller of record. When a customer sees packaging and invoices or receipts identifying a seller that is not you nor Amazon, they may be confused about how their order is being fulfilled and who they should contact with any problems or questions. For more information, go to "Drop Shipping Policy": https://sellercentral-europe.amazon.com/gp/help/G201808410 Repeated violations of the Drop Shipping policy will result in a restriction of your abilities to list seller-fulfilled offers on Amazon co.uk. How do I reactivate my seller-fulfilled offers? To reactivate your seller-fulfilled offers, click "Reactivate your account" on the banner at the top of your "Account Health" page and follow the instructions provided: https://sellercentral.amazon.co.uk/performance/notifications?

## 12. FBM KAPANMA

#### amazon

Your seller-fulfilled offers have been deactivated and your listings have been removed in accordance with the Amazon Drop Shipping policy. You may still accept Amazon-fulfilled orders. A reserve equal to your gross sales amount for the preceding 14 days will apply while your account is under review. Although your offers have been deactivated, we still consider you an active seller in our stores. As such, continue to focus your attention on keeping promises to buyers so that your account is in good standing if you take the appropriate steps to reactivate your offers. This includes continuing to ship open orders, responding to buyer inquiries, and handling return and exchange requests. Why did this happen? We have taken this measure because we have found that you have violated the Amazon Drop Shipping policy. Drop shipping or allowing a third party to fulfill orders to customers on your behalf, is not acceptable unless it is clear to the buyer that you are the seller of record. When a customer sees packaging and invoices or receipts identifying a seller that is not you nor Amazon, they may be confused about how their order is being fulfilled and who they should contact with any problems or questions. For more information, go to "Drop Shipping Policy": https://sellercentral-europe.amazon.com/gp/help/G201808410 Repeated violations of the Drop Shipping policy will result in a restriction of your abilities to list seller-fulfilled offers on Amazon.co.uk. How do I reactivate my seller-fulfilled offers? To reactivate your seller-fulfilled offers, click "Reactivate your account" on the banner at the top of your "Account Health" page and follow the instructions provided: https://sellercentral.amazon.co.uk/performance/notifications?



# 13. HIZLI SATIŞ İNCELEMESİ

#### amazon

#### Hello Amazon seller,

Your Amazon seller account has been placed under temporary review. This review period will provide us time to confirm delivery of your recent seller-fulfilled orders. The review period should not exceed 30 days, but we will inform you if additional time is required for your temporary review. While your account is under review, funds will remain in your account, but you will not be able to receive any disbursements during the review period in accordance with section 3 of the Amazon Business Solutions Agreement:

https://sellercentral.amazon.ca/gp/help/external/G1791

Once we confirm delivery of recent seller-fulfilled orders, you may proceed with funds disbursements according to your normal disbursement schedule. If you have outstanding un-shipped or open orders during this time, please continue fulfilling these. Evidence of delivery will help expedite the review of your account.

#### Why did this happen?

Amazon considers multiple factors when deciding if a selling account should be placed under temporary review. The Amazon help page on "Selling Account Reviews for Seller-Fulfilled Orders"

(https://sellercentral.amazon.ca/gp/help/G200320980) provides examples of these

Maintaining a healthy account and abiding by selling best practices can minimize the likelihood that your account will be placed under review in the future. Please refer to our Seller University video on "Seller Fulfillment Best Practices": https://sellercentral.amazon.ca/learn/courses?

su\_course\_accordion&moduleId=eca353bf-0461-43e7-a5a4 15ab38acc463&courseld=d027e66e-d731-462a-9f0d-7afe4cbfba12

How do I expedite the review of my account?
If you believe there has been an error or you would like the review proces: expedited, submit an explanation to selleraccount-review@amazon.ca. Your explanation should include the following information:

 Updated tracking information for recently shipped seller-fulfilled orders or verify that current uploaded tracking information is correct. Tracking information may be provided in the Manage Orders section of your seller account. If you are an Amazon Easy Ship seller, confirm that you use this service for your seller-fulfilled orders as

## Daha önce istenen bilgileri göndermediniz mesajı bu mail geliyorsa öncesinde ne istediklerine bakmak lazım.

## amazon

#### Hello.

Your Amazon selling account has been deactivated. Your listings have been removed. Funds will not be transferred to you but will be held in your account while we work with you to address this issue. Please ship any open orders to avoid further impact to your account.

## Why did this happen?

We arrived at this decision because we were unable to verify information related to your seller account, or did not receive any new information regarding your listings or selling history.

### We're here to help.

If you need help better understanding what is causing this, please search for "Intellectual Property Violations" in Seller Central Help (https://sellercentraleurope.amazon.com/gp/help/external/201361070).

## How do I reactivate my account?

To reactivate your selling account, please send us the following:



# 14. İLİŞKİLENDİRİLMİŞ HESAP

### amazon

#### Hello

Your Amazon.ca Seller account has been deactivated in accordance with section 3 of Amazon's Business Solutions Agreement. Your listings have been disabled. Funds will not be transferred to you but will be held in your account while we work with you to address this issue. This may take up to 90 days, but funds may be held longer. Please ship any open orders to avoid further impact to your account.

#### Why is this happening?

You have a separate account UTC+business+store which was enforced for violating one of our policies. As a result, you may no longer use the AG Business STORE to sell on Amazon.ca.

#### How do I reactivate my account?

In order to reactivate this Selling account, AG Business STORE please follow the below steps:

- You must first reactivate the account associated with UTC+business+store by submitting an appeal. Please follow the instructions in the communication received for that account.
- 2. Once you have successfully reactivated that account, please submit an appeal to reactivate the current account, AG Business STORE by using this link: https://sellercentral.amazon.ca/performance/notifications. When submitting the appeal, you will need to provide us with the name of the account that was reactivated and the date of reactivation.

### What if I don't own the account - UTC+business+store?

If you believe you do not own the other account, please follow the below steps:

1. If you once owned the account/were a rights owner but no longer own it/no longer have account rights, please submit an appeal following this https://sellercentral.amazon.ca/performance/notifications and provide supporting documentation to show that you no longer own it/no longer have any relationship to this account. Supporting documentation may include



## **15. COC**

## amazon

Hello.

Your Amazon seller account has been deactivated in accordance with section 3 of Amazon's Business Solutions Agreement. Your listings have been removed.

Why did this happen?

We took this measure due to your violation of Amazon's Seller Policies and Seller Code of Conduct https://sellercentral.amazon.ca/gp/help/G1801, and your violation of the Amazon Drop Shipping policy

https://sellercentral.amazon.ca/gp/help/G201808410.

After 90 days following this notification, you may separately request a funds disbursement by contacting isbursement-appeals@amazon.ca. We will conduct a separate investigation to evaluate your account. If we find that you have engaged in deceptive, fraudulent, or illegal activity; or have abused our systems or repeatedly violated our policies that protect our customers and selling partners, we may withhold some or all funds in your account.

You can view your account performance at

https://sellercentral.amazon.ca/performance/dashboard?reftag=email\_suspend or select Account Health on the home screen of the Amazon Seller app on your iOS or Android device. The Account Health page shows how well your account is performing against the performance metrics and policies required to sell on Amazon.

We will not consider your submission if your request does not provide evidence that you will no longer pose a risk.
Sincerely, Amazon.ca

Thank you, Amazon

## 16. FAIR PRICE

Dear

We received your submission but do not have enough information to reactivate your account at this time.

We observed that your listings may include inaccurate information, such as pricing. In order to ensure that customers can shop with confidence on Amazon, we routinely request additional documentation from sellers to verify their account information and confirm the accuracy of their listings. You can find the Amazon policies regarding information accuracy in Seller Central Help, including:

- -- Selling Policies and Seller Code of Conduct (https://sellercentral.amazon.ca/gp/help/G1801)
- -- Amazon Marketplace Fair Pricing Policy (https://sellercentral.amazon.ca/gp/help/external/