



REIMBURSEMENT OF HIDDEN OVERBILLINGS

How Rebelution recovered \$28k in returned shipping fees and Damage Allowance from Amazon.com



PROBLEM

A Commercial Fan Company accepted and paid a Damage Allowance in early Sep 2022. This implied that Amazon wouldn't process returns to their warehouse but would process these returns at the Amazon Warehouse instead. From September 2022 to February 2023, the Commercial Fan Company had items returned to their warehouse. They were charged the returned shipping fees in addition to the Damage Allowance they continued to pay. The Commercial Fan Company was initially aware of a possible 8K in returned items they needed to dispute. Still, after Rebelution made a deeper investigation, we found that up to 28k were returned and incorrectly charged.

CHALLENGES


During our investigation, there needed to be more response and willingness from Amazon Vendor support, leading to delays in the investigation and payment from Amazon. Additional challenges were found in scheduling several meetings and follow-ups with a Vendor Manager to prove and resolve these issues.

SOLUTION

Our team made the appropriate investigation and disputed the claims with Vendor Support and the Vendor Manager. Our actions allowed us to recover up to \$28K for the Commercial Fan Company.

**\$28K IN
RETURNED
SHIPPING
FEES AND
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FROM
AMAZON.COM**

 **Rebelution**

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