

# Amazon Seller Support

CONTACT INFORMATION AND BEST PRACTICES



Amazon, the Amazon logo, Fulfillment by Amazon, FBA, Seller Central, and any other Amazon-owned company names, products, and/or logos are property and the trademarks of Amazon.com or its affiliates. Admired Media, LLC and MySellerPal.com are not directly affiliated with Amazon.com, Inc

## CHECKLIST OF REQUIRED INFORMATION

- Seller Name or Business Name
- Registered Address
- Last four digits of bank account or credit card on file.
- Order Details if you need help about a customer order or trying to resolve a dispute.
- Notes about the issue you are having to ensure you provide seller support all the pertinent details they might need.

## PHONE SUPPORT

Toll Free Number: 1-888-280-4331

Support Hours: 24/7

### IMPORTANT!

- Calling between 9:00 am to 4:00 pm Central Time will let you get in touch with quality representatives.
- There are no phone support options for sellers based in India.

## EMAIL SUPPORT

- Log in to your Amazon Seller Central Account.
- Find and click on the "Get Support" button on any page.
- Click on "Contact Us".
- Choose the appropriate category depending on the issue.

### NOTE:

For Indian sellers go to <https://services.amazon.in/> to communicate with a representative who will reply within 24 hours.

---

**mysellerpal.com**

Accelerate the Growth of Your Private Label Business with the Most Affordable Tools for Amazon Sellers  
14-day FREE Trial!

## LIST OF AMAZON OFFICIAL SUPPORT EMAILS

- **Jeff Bezos, Amazon CEO** – jeff@amazon.com
- **Seller Evaluation** – seller-evaluation@amazon.com
- **Brand Trademark Infringement** – copyright@amazon.com
- **For unpaid earnings after the account is closed by Amazon** – payments-funds@amazon.com

### APPEAL FOR PRODUCT QUALITY ISSUES

US – seller-performance-policy@amazon.com

UK – seller-performance-policy@amazon.co.uk

FR – politique-performance-vendeur@amazon.fr

DE – verkaeufer-performance-richtlinie@amazon.de

IT – performance-venditore-politiche-di-condotta@amazon.it

ES – politicas-performance-vendedor@amazon.es

IN – seller-performance-policy@amazon.in

MX – politicas-performance-vendedor@amazon.com.mx

### SELLER PERFORMANCE TEAM

US – seller-performance@amazon.com

UK – seller-performance@amazon.co.uk

FR – performance-vendeur@amazon.fr

DE – verkaeufer-performance@amazon.de

JP – alliance@amazon.co.jp

ES – performance-vendedor@amazon.es

IT – performance-venditore@amazon.it

CA – seller-performance@amazon.ca

### INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS

US – notice@amazon.com

UK – notice@amazon.co.uk

FR – notification@amazon.fr

DE – benachrichtigung@amazon.de

IT – notifica@amazon.it

ES – aviso@amazon.es

IN – notice@amazon.in

MX – notice@amazon.com.mx

### APPEAL FOR PAYMENT AFTER ACCOUNT IS CLOSED

US – merchant-reserve-inquiry@amazon.com

CA – payments-investigate@amazon.ca

UK – payments-investigate@amazon.co.uk

FR – investigation-amzpayments@amazon.fr

DE – payments-nachforschungen@amazon.de

IT – payments-investigate@amazon.it

ES – investigacion-pagos@amazon.es

IN – payments-investigate@amazon.in

MX – payments-funds@amazon.com.mx

---

**mysellerpal.com**

Accelerate the Growth of Your Private Label Business with the Most Affordable Tools for Amazon Sellers

14-day FREE Trial!

## **DO'S TO GET THE MOST OUT OF YOUR CONTACT WITH AMAZON SELLER SUPPORT**

- Address each issue individually.
- Raise your concern/s over using the appropriate category in the Seller Central Support page.
- Be clear and concise with your questions or concerns.
- Give enough details about your concern.
- Be calm and patient all throughout the contact.

## **DO'S IN CASE OF A POLICY WARNING OR PERFORMANCE NOTIFICATION**

- Take the warning or notification seriously.
- Respond with a detailed plan of action as soon as possible.
- In case requested details or document isn't available yet, notify Amazon and commit to sending it over at a specific date.
- Be apologetic and persuasive.
- Address the issue and implement your plan of action accordingly.

## **PLAN OF ACTION CONTENT CHECKLIST**

- Acknowledgment of the policy violation.
- The changes you will make to ensure compliance with their policies.
- The detailed description of how you will implement the changes.
- A time-frame for addressing the violation or the issue.

---

**mysellerpal.com**

Accelerate the Growth of Your Private Label Business with the Most Affordable Tools for Amazon Sellers

14-day FREE Trial!