

# What to expect with removal orders

Removal orders require some explanation. You may notice a lot of 3PLs and prep centers don't accept removals or charge extra for them. This article provides a window into the reasons, and what to expect when working with removals.

## They're not what you sent into Amazon

If you sent 5 cases of 30 units each into FBA, that's what you'll get with a removal, right? Probably not...

When you send your inventory to Amazon, it goes to a distribution center first, which then splits your inventory out to multiple fulfillment centers. Often, Amazon does not re-use your packaging or case configuration while doing this.

## FBA Removals are delivered chaotically

Receiving removals is sometimes worse than OA. Amazon may deliver them over a few weeks, often in seemingly random packaging and with different carriers.

## The packaging will be inconsistent

First of all, most of your inventory will probably be in Amazon's cartons instead of the boxes you used. They will often use multiple different sizes of box, as well as a few poly mailers. They sometimes even ship individual units with a shipping label pasted directly to the unit.

## Wrong quantities and "bonus" items

Often, the quantity received will be slightly different than expected. It's not uncommon to remove 400 units, but actually receive 392. In many cases, you'll receive "bonus" items: another seller's inventory.

In some of the most egregious cases, we have seen things like this:

- A bottle of white-out (like for correcting paperwork) instead of a \$600 leather jacket.
- Two bottles of red wine included with a printer.

## Expect some shipping damage

Even “new” units may have some signs of shipping damage. It's usually not very bad, but the product packaging is often worn, scratched, or has minor tears.

## Better condition than you expected

If you've removed “unsellable” inventory, you will probably find out 75% or more can be sold as Used - Like New, New, or Renewed... sometimes with a little repackaging or replacement of inserts.

Amazon really doesn't do a good job inspecting returns, so a lot of “unsellable” inventory is incorrectly graded or easily fixed. On top of that, you can expect some returns fraud, in the form of similar (but different) products, which Amazon failed to notice.

## LPNs all over the place

[LPN stickers](#) will be on a lot of your items, often covering the FNSKU or UPC. These have to be covered or removed if you want to send the inventory back to Amazon.

## The Good News and the Bad News

### The Bad News

These factors all make estimating removals very challenging. It's hard to predict what work actually needs done, how long it will take, or what the results will be.

Many 3PLs and prep centers refuse to work with removals or provide very limited options because of these factors. You can expect most 3PLs to charge extra for removals.

### The Good News

Your removals are probably worth more than you realize, and many of the issues explained above can be used to file claims with Amazon or the shipper. Filing claims requires experienced handling of removals by people documenting everything properly and taking the right pictures.

Logistics Done Right is specialized in removal orders and returns management, and we're able to offer

flexible solutions that fit your budget.

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Last update: **2021/09/17 11:23**

