FBA Non-Compliance Charges

Last updated: October 14, 2026

Our goal is to process your shipments as quickly and accurately as possible. In order to do this, we require your help. We've outlined our expectations in our Terms of Service. Not following the Terms causes additional labor, delays, possible safety consequences, and many other situations that prevent us from providing fast and accurate service. Because of its importance to providing good service, we've established penalties for non-compliance. These penalties are assessed in addition to any standard fees for Inbound shipments, Outbound Shipments, Storage Fees or other charges.

Not creating Inbound Shipment before products are received = $75/hr Additional Labor

Receiving a shipment before a corresponding Inbound Shipment has been created causes additional work, disrupts our workflow, and can cause delays for other clients.

Product SKUs not on Inbound Shipment = $5 per SKU

Products SKUs that were ordered but are not listed on the Inbound Shipment create additional work, disrupts our workflow, and can cause delays for other clients.

Inbound Shipments that don't correspond with an order = $75/hr Additional Labor

Inbound Shipment names that do not correspond with an order in an obvious way causes additional work, disrupts our workflow, and can cause delays for other clients.

Shipments received that aren't addressed properly = $5/carton or $100/freight order

Shipments received without the proper identifiers causes additional work, disrupts our workflow, and can cause delays for other clients.

Unexpected Large Shipments = $1 per carton or $20 per pallet

A Large Shipment is defined as 30+ cartons, 4+ pallets, or a container shipment. Unexpected large shipments disrupt our forecast, increase labor costs, and cause delays for our other clients.

Dangerous Pallets = $50/pallet

Dangerous pallets include pallets over 1500 lbs, improperly stacked pallets, or low grade/broken pallets. These pallets can put our staff at risk for injury. Please ensure your suppliers are following Prep Ninjas guidelines for pallet prior to shipment.

Unacceptable Products = $2/unit

Prep Ninjas reserves the right to refuse to accept or process any product or shipment we deem dangerous, excessively laborious, legally questionable, or that we are not properly equipped to process. Please see the Terms of Services for a list of examples.