

## FBA REIMBURSEMENT CLAIM DOSSIER

Seller: Northbridge Homeware Ltd • Merchant ID: A9Z8Y7X6W5 • Marketplace: Amazon.co.uk

Claim Type: Missing Reimbursement (FC Lost) • Event Date: 10 November 2025

Days Elapsed: 52 of 60 (within policy window)

■ Deadline: 9 January 2026

## Key Identifiers

|         |            |                 |              |     |                   |
|---------|------------|-----------------|--------------|-----|-------------------|
| ASIN    | B0EXAMPLE2 | FNSKU           | X001HBM321   | SKU | NH-GLASS-SET4-CLR |
| FC Code | LTN1       | FBA Shipment ID | FBA17XYZL890 |     |                   |

## Case Summary

- 10 units recorded as lost (reason code F -- Lost at Fulfilment Centre) at FC LTN1 on 10/11/2025.
- No inventory recovery detected between 10/11/2025 and 01/01/2026.
- No reimbursement record found in Reimbursements report for this FNSKU/event.
- Case is on day 52 of the 60-day claim window -- action required before deadline.

## Evidence from Amazon Reports

| Date           | Report            | Finding                                   |
|----------------|-------------------|---|
| 10/11/2025     | Inventory Ledger  | Loss of 10 units (reason F) at LTN1       |
| 10/11 -- 01/01 | Inventory Ledger  | No recovery (found = 0 units)             |
| 10/11 -- 01/01 | Reimbursements    | No reimbursement record found             |
| 10/11 -- 01/01 | Date Range Report | No cash payment linked to this loss event |

## Gap Calculation

|                               |                 |
|-------------------------------|-----------------|
| Units lost (Inventory Ledger) | 10 units        |
| Units recovered (found)       | 0 units         |
| Units reimbursed by Amazon    | 0 units         |
| <b>UNITS NOT COMPENSATED</b>  | <b>10 units</b> |

## Requested Action

Please investigate this loss event and issue the appropriate reimbursement for the 10 units of FNSKU X001HBM321 lost at FC LTN1, in accordance with the FBA inventory reimbursement policy.

## Ticket Message (copy/paste for Seller Central)

**Subject:** FBA reimbursement request -- Missing reimbursement -- FNSKU X001HBM321

Dear Amazon Seller Support,

I am writing regarding 10 units of FNSKU X001HBM321 (ASIN B0EXAMPLE2) that were recorded as lost at fulfilment centre LTN1 on 10/11/2025 (reason code F -- Lost at FC).

According to my reports, no recovery has been recorded and no reimbursement has been issued for this loss. The event is currently at day 52 of the 60-day claim window.

Could you please investigate and issue the appropriate reimbursement, or advise if any additional information is required?

Kind regards,  
Northbridge Homeware Ltd