

HOW TO CONTACT AMAZON SELLER SUPPORT

As an Amazon seller, efficient contact with Amazon support is vital for resolving issues quickly, especially during critical times like sales seasons. This guide outlines how to reach the right Amazon support teams effectively.

Contact Methods Overview

Amazon provides several ways to get support, depending on your issue. These include Seller Central help, direct contact with Seller Support, phone support, email support, live chat, forums, social media, specialized contact points, and escalation contacts.

Seller Central Help

- Navigate to Help Section: In Seller Central, go to the Help section.
- Search for Topics: Use the search bar to find articles and guides on common issues.

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Phone Support

- General Enquiry Number (US): Call 1-888-280-4331 and request a transfer to Seller Support.
- International Numbers:
- Germany: +0800-7234382
 - UK: +44-2070-8479-11
 - Canada: +1-800-372-8066
 - India: +91-800-419-7355
 - Global: +1-206-922-0880

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Live Chat

- Access Through Seller Central: Navigate to the help section and select the live chat option.
- Describe Your Issue: Provide a brief description of your issue to initiate the chat.

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Contact Seller Support

- Go to "Contact Us": In Seller Central, click Help, then "Contact Us."
- Select Your Issue: Choose the relevant category and describe your issue

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Email Support

- Be Clear and Concise: Describe your issue clearly and include necessary details.
- Use Specific Email Addresses:
- Performance Team: seller-performance@amazon.com
- Appeals and Policy Violations: seller-performance-policy@amazon.com
- Disbursement Queries: disbursement-appeals@amazon.com
- IP Infringement: notice-dispute@amazon.com

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Forums and Community

- Join Seller Forums: Participate in discussions and seek advice from other sellers and Amazon staff.

Social Media

- Follow Amazon Seller Support: Stay updated with announcements and tips by following Amazon Seller Support on platforms like Twitter and Facebook.

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Escalation Contact Points

Contact Points for Escalation if Initial Support Doesn't Resolve the Issue:

- US Sellers: resolution-sellers@amazon.com
- UK Sellers: 911escalationpq@amazon.co.uk

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Specialized Contact Points

Use Designated Emails for Specific Issues:

- Listing Abuse Team: listings-report-proactive@amazon.com
- IP Infringement Notice: notice-dispute@amazon.com
- Product Safety Concerns: safety-policy@amazon.com

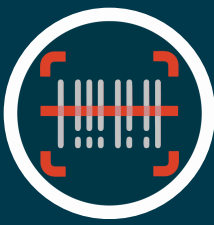
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Additional Resources

- Amazon Seller University: Explore tutorials and resources for improving your selling experience.
- Third-Party Blogs: Read expert advice and tips on managing your Amazon seller account.

Summary of Essential Amazon Contact Information:

1. Seller Support (US): 1-888-280-4331
2. Email: seller-performance@amazon.com
3. Live Chat: Available through Seller Central



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