



Hello,

Based on your Account Health Rating, your Amazon seller account has been temporarily deactivated in accordance with Section 3 of Amazon's Business Solutions Agreement. Your listings have been removed. We are withholding any available funds while your account is deactivated; however, funds will remain in your account while we work with you to reactivate your account in accordance with the Funds Withholding Policy: <https://sellercentral.amazon.in/help/hub/reference/9RA9LYBJ3QP27M6>. Please ship any open orders to avoid further impact to your account.

Why is this happening?

We took this action because there are unaddressed policy violations related to your selling account, and these violations have caused your Account Health Rating to fall below the threshold for deactivation. It is your obligation to make sure that you adhere to Amazon's policies. Please visit this page to learn more: <https://sellercentral.amazon.in/help/hub/reference/521>.

How do I reactivate my account?

To reactivate your Amazon selling account, visit the **Account Health** page to appeal these policy violations. You can find them in the **Product Policy Compliance** section of the **Account Health** page (https://sellercentral.amazon.in/performance/dashboard?ref=ah_em_composite). To address any given violation, please follow the guidance next to that violation in the **Next Steps** column. Your account will be considered for reactivation once the policy violations have been successfully appealed. If we do not receive the requested information within 19 days, your account will be permanently deactivated.

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We are here to help.

Please use this link (<https://sellercentral.amazon.in/cu/contact-us/cmn/composite>) to speak to an Account Health Specialist if you have questions about the violations or need help to submit appeals.

Has your account been deactivated by mistake?

If you believe that the policy violation(s) that caused your account deactivation are incorrect, then please submit evidence or documentation demonstrating that your account has not violated Amazon's policies, and we will investigate your concern. You can submit your information via the Account Health page as specified above.

You can view your account performance at (https://sellercentral.amazon.in/performance/dashboard?ref=ah_em_composite) or by selecting **Account Health** on the home screen of the Amazon Seller app, on your iOS or Android device. The **Account Health** page shows how well your account is performing against the required performance metrics and the policies.

-- Download iOS app at (<https://itunes.apple.com/na/app/amazon-seller/id794141485>)

-- Download Android app at (<https://play.google.com/store/apps/details?id=com.amazon.sellermobile.android&hl>)

Selling Partner Support

 Report an issue with this email

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