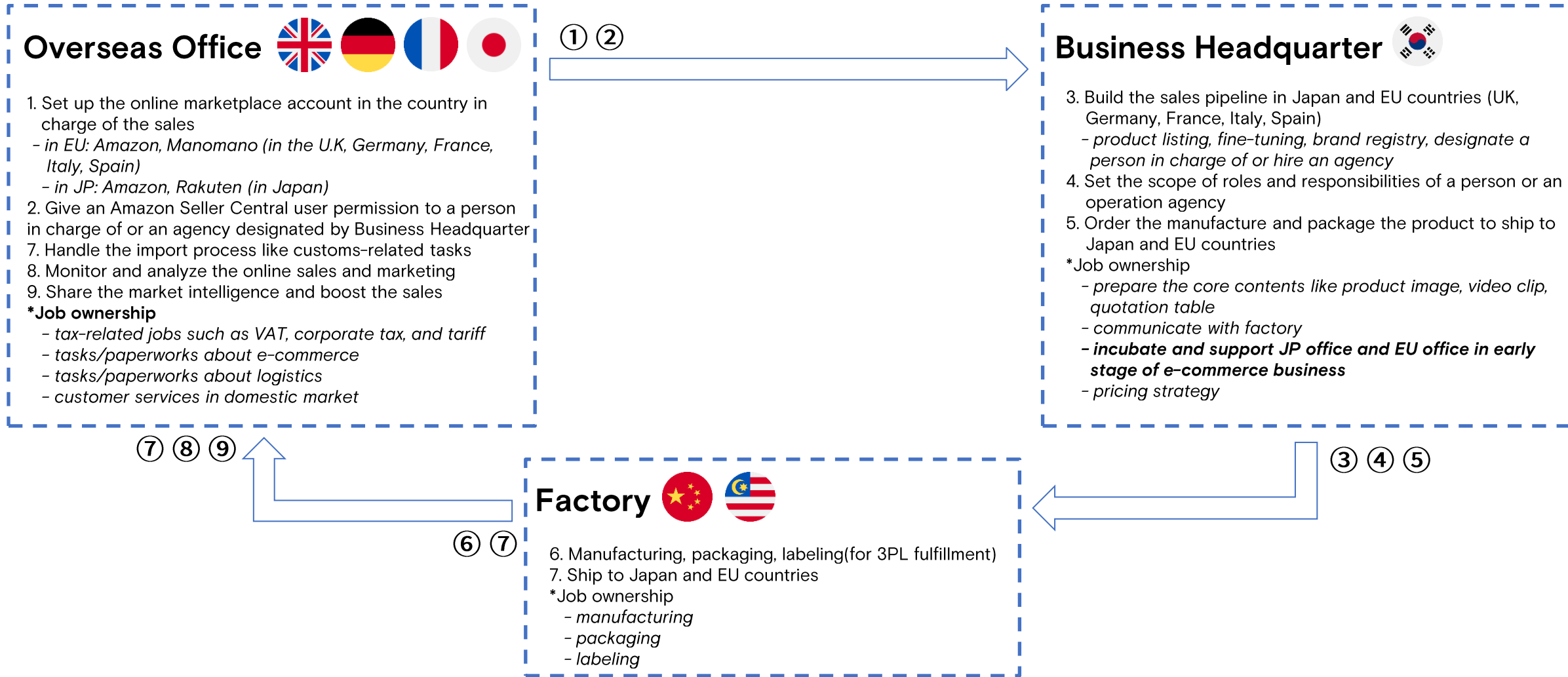




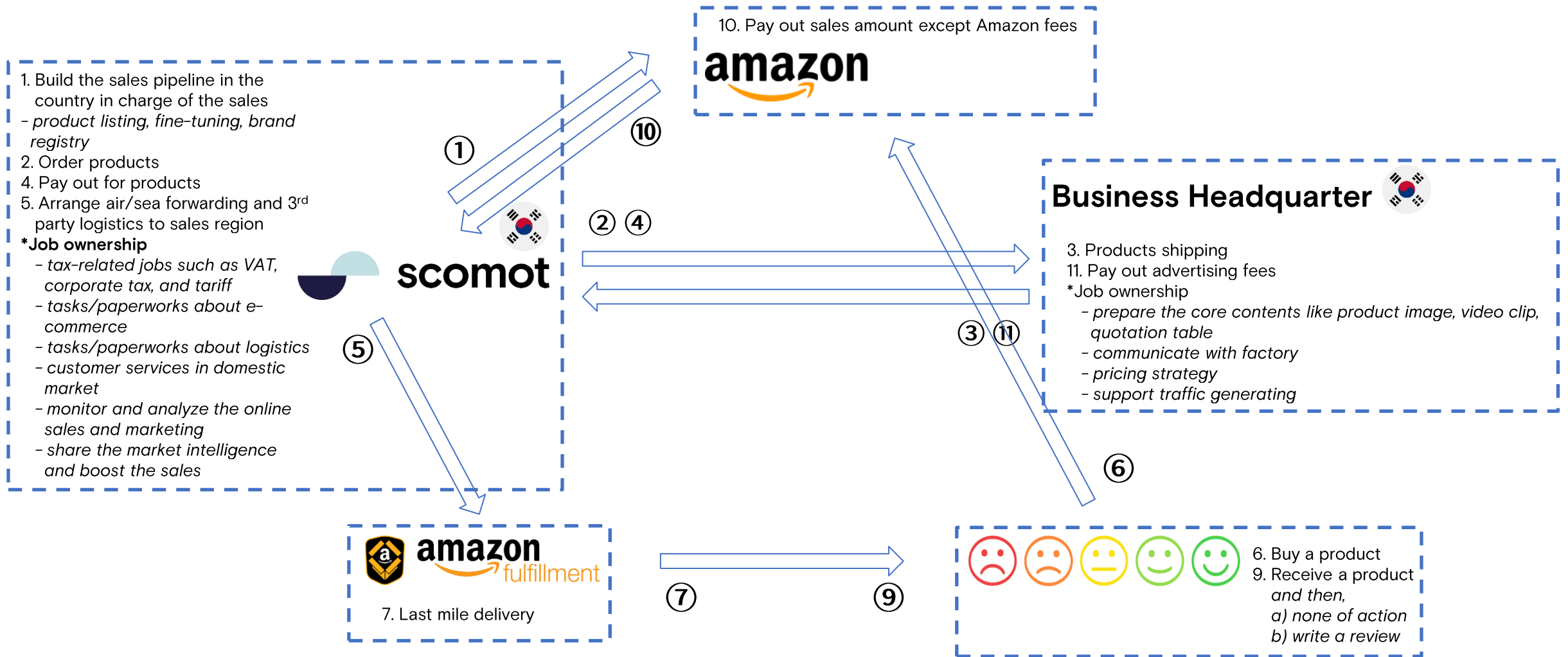
Copyright Notice

- **The contents in this document is protected by Republic of Korea and International copyright laws. Reproduction and distribution of the document without written permission of the SCOMOT LIMITED is prohibited.**
- **We ask that this document be shared only with people inside your company who have a need to know this information.**

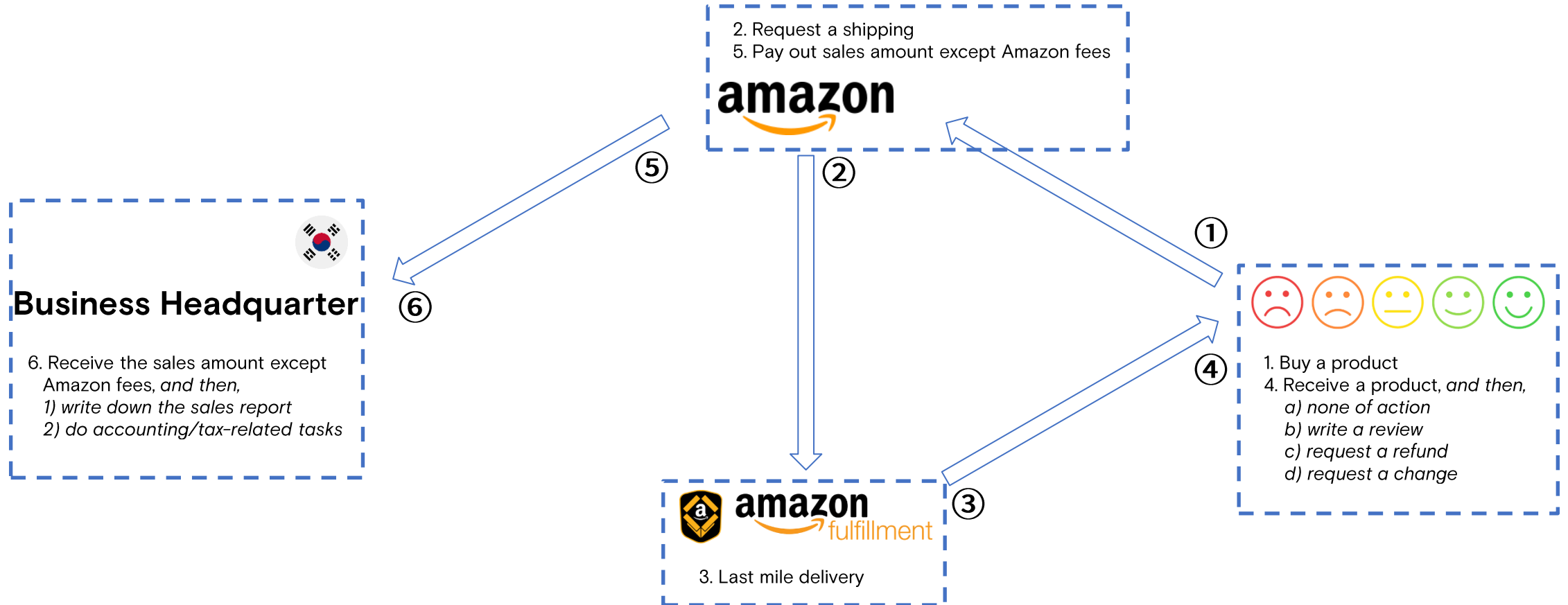
E-commerce Works Flow with Roles and Responsibilities of Company



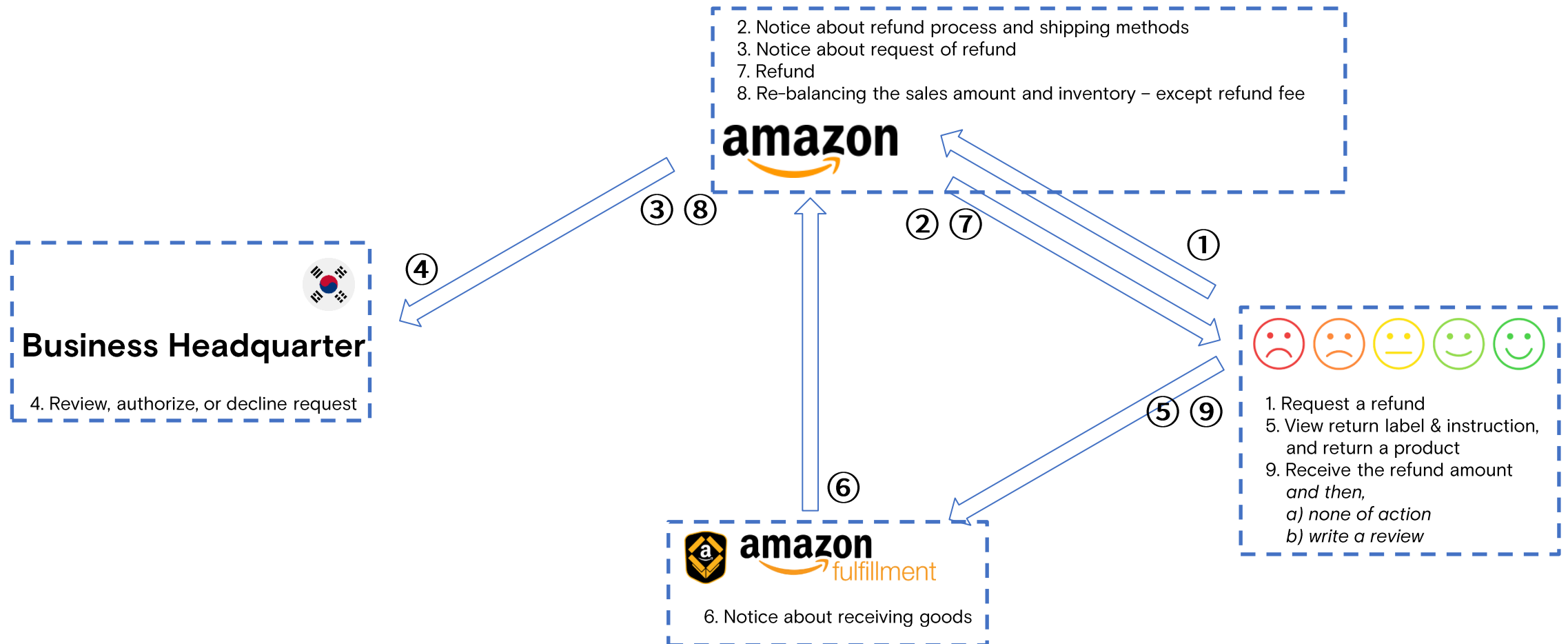
E-commerce Works Flow with Roles and Responsibilities of Company and Agent



3rd Party Logistics Flow of FBA(Fulfillment by Amazon) Services



Handling Process of Returned Products from Sales in Amazon Marketplace



References

Selling on Amazon Fee Schedule

United States <https://sellercentral.amazon.com/gp/help/external/200336920>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/200336920>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/200336920>

Germany <https://sellercentral.amazon.de/gp/help/external/200336920>

France <https://sellercentral.amazon.fr/gp/help/external/200336920>

Italy <https://sellercentral.amazon.it/gp/help/external/200336920>

Spain <https://sellercentral.amazon.es/gp/help/external/200336920>

FBA Fulfillment Fees

United State <https://sellercentral.amazon.com/gp/help/external/GABBX6GZPA8MSZGW>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/GABBX6GZPA8MSZGW>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/GABBX6GZPA8MSZGW>

https://m.media-amazon.com/images/G/O2/FBA_Files/2019/191111-FBA-Rate-Card-UK.pdf

Germany <https://sellercentral.amazon.de/gp/help/external/GABBX6GZPA8MSZGW>

https://m.media-amazon.com/images/G/O2/FBA_Files/2019/191112-FBA-Rate-Card-DE.pdf

France <https://sellercentral.amazon.fr/gp/help/external/GABBX6GZPA8MSZGW>

https://m.media-amazon.com/images/G/O2/FBA_Files/2019/191112-FBA-Rate-Card-FR.pdf

Italy <https://sellercentral.amazon.it/gp/help/external/GABBX6GZPA8MSZGW>

https://m.media-amazon.com/images/G/O2/FBA_Files/2019/191111-FBA-Rate-Card-IT.pdf

Spain <https://sellercentral.amazon.es/gp/help/external/GABBX6GZPA8MSZGW>

https://m.media-amazon.com/images/G/O2/FBA_Files/2019/191112-FBA-Rate-Card-ES.pdf

About Amazon.com's Returns Policies

United States <https://www.amazon.com/gp/help/customer/display.html?nodeId=15015721>

Japan <https://www.amazon.co.jp/gp/css/returns/homepage.html>

United Kingdom <https://www.amazon.co.uk/gp/css/returns/homepage.html>

Germany <https://www.amazon.de/gp/css/returns/homepage.html>

France <https://www.amazon.fr/gp/css/returns/homepage.html>

Italy <https://www.amazon.it/gp/css/returns/homepage.html>

Spain <https://www.amazon.es/gp/css/returns/homepage.html>

References

About Return Shipping Methods

United States <https://www.amazon.com/gp/help/customer/display.html?nodeId=201853570>

Japan <https://www.amazon.co.jp/gp/help/customer/display.html?nodeId=201819210>

United Kingdom <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=201834890>

<https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=GVEPGDTG4Q3S7UWA>

<https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=G6X4TCVRY6J4PWTS>

Germany <https://www.amazon.de/gp/help/customer/display.html?nodeId=201824330>

France <https://www.amazon.fr/gp/help/customer/display.html?nodeId=201824330>

Italy <https://www.amazon.it/gp/help/customer/display.html?nodeId=201824330>

<https://www.amazon.it/gp/help/customer/display.html?nodeId=202056880>

Spain <https://www.amazon.es/gp/help/customer/display.html?nodeId=201824330>

Returns, refunds, cancellations, and claims

United States <https://sellercentral.amazon.com/gp/help/external/69126>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/69126>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/69126>

Germany <https://sellercentral.amazon.de/gp/help/external/69126>

France <https://sellercentral.amazon.fr/gp/help/external/69126>

Italy <https://sellercentral.amazon.it/gp/help/external/69126>

Spain <https://sellercentral.amazon.es/gp/help/external/69126>

Cancel an item, order or multiple orders

United States <https://sellercentral.amazon.com/gp/help/external/200198080>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/200198080>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/200198080>

Germany <https://sellercentral.amazon.de/gp/help/external/200198080>

France <https://sellercentral.amazon.fr/gp/help/external/200198080>

Italy <https://sellercentral.amazon.it/gp/help/external/200198080>

Spain <https://sellercentral.amazon.es/gp/help/external/200198080>

References

FBA customer returns policy

United States <https://sellercentral.amazon.com/gp/help/external/200379860>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/help.html?itemID=200379860>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/200379860>

Germany <https://sellercentral.amazon.de/gp/help/external/200379860>

France <https://sellercentral.amazon.fr/gp/help/external/200379860>

Italy <https://sellercentral.amazon.it/gp/help/external/200379860>

Spain <https://sellercentral.amazon.es/gp/help/external/200379860>

Refund Credits and Administration Fees

United States <https://sellercentral.amazon.com/gp/help/external/G21531>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/G21531>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/G21531>

Germany <https://sellercentral.amazon.de/gp/help/external/G21531>

France <https://sellercentral.amazon.fr/gp/help/external/G21531>

Italy <https://sellercentral.amazon.it/gp/help/external/G21531>

Spain <https://sellercentral.amazon.es/gp/help/external/G21531>

Refund Administration Fee Sample Calculations

United States <https://sellercentral.amazon.com/gp/help/external/200387220>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/200387220>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/200387220>

Germany <https://sellercentral.amazon.de/gp/help/external/200387220>

France <https://sellercentral.amazon.fr/gp/help/external/200387220>

Italy <https://sellercentral.amazon.it/gp/help/external/200387220>

Spain <https://sellercentral.amazon.es/gp/help/external/200387220>

References

Frequently asked questions about returns, refunds, and cancellations

United States <https://sellercentral.amazon.com/gp/help/external/19661>

Japan <https://sellercentral.amazon.co.jp/gp/help/external/19661>

United Kingdom <https://sellercentral.amazon.co.uk/gp/help/external/19661>

Germany <https://sellercentral.amazon.de/gp/help/external/19661>

France <https://sellercentral.amazon.fr/gp/help/external/19661>

Italy <https://sellercentral.amazon.it/gp/help/external/19661>

Spain <https://sellercentral.amazon.es/gp/help/external/19661>

Please contact Scomot Team via e-mail

partners@scomot.com

We Look Forward to Partnering with You to Build the Global Business!





Insight creates confidence.