



# HexPrep Amazon Non-Compliance Fees

Last updated: December 22nd, 2025

To maintain fast and accurate service, clients must comply with our Terms of Service. Non-compliance may result in delays and additional fees, assessed separately from standard service charges.

## **Inbound Shipment Not Created Prior to Arrival | \$75/hr**

Inventory arriving without a corresponding inbound shipment requires additional labor and disrupts workflow. A \$75 per hour fee will be assessed with a non-prorated one-hour minimum per occurrence.

## **Unlisted Product SKUs on Inbound Shipments | \$5 per SKU**

Products received that are not listed on the inbound shipment require manual exception handling. Each unlisted SKU will incur a \$5 fee.

## **Pallet Safety Compliance | \$50 per Pallet**

Pallets exceeding 2,500 lbs, improperly stacked, or damaged are considered unsafe to handle and require special handling. A \$50 fee per pallet will apply.

## **Shipment Identification Requirements (Ex: H123) | \$2 per Carton / \$100 per Freight Order**

All cartons and pallets must be properly labeled with the required unique identifiers prior to arrival. Unlabeled cartons will incur a \$2 per carton fee, and unidentified pallets or freight orders will incur a \$100 fee.

## **Gated or Restricted Inventory | \$50–\$150 Occurrence Fee + \$5 per SKU**

Gated, restricted, or otherwise ineligible inventory is not accepted. Loose cartons will incur a \$50 occurrence fee plus \$5 per gated SKU. Palletized or freight shipments will incur a \$150 occurrence fee plus \$5 per gated SKU. Additional fees may apply for pallet breakdown, storage, return, or disposal. Fees apply regardless of outcome.

## **Post-Prep Gating Clarification**

If inventory becomes gated or restricted after prep has already begun or been completed, and the restriction was not present or identifiable at the time of receipt, the gated occurrence fee will not apply. In such cases, the Client will remain responsible for all per-unit prep charges and any applicable add-on services already performed. The inventory will then be subject to return, storage, or disposal at the Client's expense.

### **Limited Ungating Service (Illinois Location Only)**

As a limited exception, ungating assistance is available at our Illinois location only and is subject to the following conditions: Inventory must arrive as loose cartons only (no pallets or freight). A maximum of 50 units per SKU is permitted for ungating. Ungating is provided on a best-effort basis and approval is not guaranteed. Amazon may require more than 50 units for approval; additional units will not be accepted. Ungating services are billed at \$3 per unit. If ungating is unsuccessful, the inventory will remain subject to return, storage, or disposal at the Client's expense, and all applicable non-compliance fees will still apply.

### **Corrective Packaging & Light Cleaning | \$1.00 per Unit**

Units requiring corrective actions—including taping, sealing, minor box repair, securing contents, or light cleaning necessary to meet Amazon requirements—will incur a \$1.00 per unit corrective handling fee. Corrective actions are limited to minor remediation. Units requiring extensive cleaning, contamination removal, or excessive labor may be returned, disposed of, or require a custom quote at the Client's expense. Fees apply regardless of time required.