

Amazon Error Codes Sellers Need to Know

Error 3015: Product No Longer Eligible

Your product has been flagged as restricted and will be removed.

How to Fix:

- Ensure your product complies with Amazon's guidelines and restrictions.
 - Check if your product category is allowed on Amazon.
 - If you believe this is an error, appeal to Amazon's support team with relevant documentation.
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Error 4000: Persistent File Processing Error

This error occurs when your uploaded file repeatedly fails due to the same processing issue.

How to Fix:

- Review the error message to understand the issue within your file.
 - Correct the identified error.
 - Resubmit the updated file for processing.
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Error 4400: Fulfillment Network Authorization Issue

This happens when your access to the Merchant Fulfillment Network (MFN) is restricted due to policy violations or seasonal limitations, making your offer unavailable for purchase.

How to Fix:

- If using Amazon Fulfillment Network (AFN) and your offer is live, you can ignore this error.
- If the offer is not live under AFN, contact Selling Partner Support to investigate and resolve the issue.

Key Takeaway:

This error often means you're not authorized for MFN due to a lack of approval or poor performance metrics. To resolve it, switch to Fulfilled by Amazon (FBA), address any policy violations, and submit a plan of action if necessary.

Error 5004: Missing Information

This error means your file lacks the required details, preventing it from being processed.

How to Fix:

- Review your file for missing information.
 - Ensure all mandatory fields are completed.
 - Correct and resubmit the file.
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Error 5461: New ASIN Creation Restriction

You cannot create new ASINs for a brand unless authorized.

How to Fix:

- Confirm your authorization to list under the brand.
- If authorized, request permission from Amazon Seller Support.
- If not, seek approval from the brand owner.

Key Takeaway:

This error may also occur if another seller has hijacked your UPC. Instead of recovering the UPC, purchase a new one and reload your data.

Error 5665: Brand Listing Approval Required

Amazon requires approval before updating certain brand listings.

How to Fix:

- Contact Amazon Support and reference Error Code 5665.
- Submit an application via the link in your flat file.

Key Takeaway:

If you're not eligible for Brand Registry, request an exception from Seller Support by providing your brand name, product images, and batch ID.

Error 5887: Changes Not Allowed

This means modifications to the product detail page are restricted.

How to Fix:

- Create a new product listing using the “Add Products” process.
- Follow Amazon’s guidelines for generic products.

Key Takeaway:

If this error appears when uploading flat files for generic products, remove the brand column from your file and re-upload it.

Error 5995: Brand Name Change Not Allowed

Occurs when you try to update the brand name of an ASIN to a different value.

How to Fix:

- Use the existing brand name as shown on the ASIN detail page.
 - If the brand name is correct but the error persists, contact Selling Partner Support.
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Error 8016: Insufficient Variation Data

This happens when key variation attributes are missing for Parent and Child ASINs.

How to Fix:

- Ensure the correct variation theme (e.g., size, color) is specified for both Parent and Child ASINs.
- Update and resubmit your listing.

Error 8026: Unauthorized Category Submission

You attempted to submit a product in a restricted category.

How to Fix:

- Request category approval via “Add a Product” in Seller Central.
 - Submit necessary documentation, such as invoices, if required.
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Error 8032: Incorrect Variation Relationship

A child variation is incorrectly linked to a parent SKU.

How to Fix:

- Remove the incorrect variation relationship by deleting the parent or child product.
- Reassign the child product to the correct parent SKU and re-upload the file.

Key Takeaway:

This often occurs when a child SKU is linked to multiple parent SKUs or when a phantom parent SKU exists.

Error 8056: Incorrect ASIN Provided

Occurs when an incorrect ASIN is submitted or product data doesn't match the ASIN's key attributes.

How to Fix:

- Use a UPC or EAN as the product ID and resubmit.
 - If the error persists, remove merchant_suggested_asin (MSA) and re-upload.
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Error 8057: ConditionType Cannot Be Modified

You cannot change the ConditionType of a SKU with active inventory.

How to Fix:

- Set the quantity to “0” and remove active offers.
 - Update the ConditionType and re-upload.
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Error 8560: Invalid Product ID or Missing Attributes

Your listing is missing essential attributes like product type, size, or color.

How to Fix:

- Provide a unique barcode for “Missing Attributes: standard_product_id.”
 - Use a full product data update if “Missing Attributes: product_type” appears.
 - Include required attributes like color or size.
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Error 8572: UPC Mismatch

Amazon does not recognize the UPC as associated with your brand.

How to Fix:

- Open a case with Amazon Seller Support.
- Provide your GS1 certificate and Letter of Authorization (LOA).

Key Takeaway:

Always use GS1-verified UPCs to prevent listing issues.

Error 8684: Duplicate ASIN Assignment

More than one item is linked to the same ASIN.

How to Fix:

- Assign a unique SKU to each item.
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Error 90113: Standard Price Exceeds Maximum Allowed

Your listed price is higher than Amazon’s set limit.

How to Fix:

- Check Amazon's maximum price limit.
 - Adjust your price accordingly.
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Error 90202: Item Listing Restricted

Your product is restricted, and only approved sellers can list it.

How to Fix:

- Request approval from the brand owner.
 - Apply for selling approval in Seller Central.
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Error 5002: Internal Error – Resubmit Data

This error occurs due to an internal issue, often related to an invalid fulfillment date in your feed. The fulfillment date must fall between the order placement date and the date you submit the fulfillment file.

How to Fix:

- Resubmit your data with the correct fulfillment date.
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Error 5161: Trademarked Terms Not Allowed

This error occurs when trademarked terms are included in your keywords. Amazon prohibits the use of trademarks in search terms.

How to Fix:

- Remove any trademarked terms from your keywords.
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Error 5561: Trademarked Terms in Keyword Attribute

This happens when you use a registered brand name that is already in Amazon's database. This error is similar to **Error 5665**, but **Error 5665** occurs when an unregistered brand name is used.

How to Fix:

- Obtain permission from the brand owner before listing. Submit a request through Seller Central for authorization.
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Error 6024: Unauthorized Brand Listing

You are attempting to list a product under a brand that requires prior approval from Amazon.

How to Fix:

Submit an authorization request via Seller Central, including:

- Product type
 - Brand name
 - A URL from the manufacturer's website listing you as an authorized seller
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Error 6039: Brand Replenishment Restriction

You are not authorized to sell products in a restricted category.

How to Fix:

- Request approval through Amazon to list the product. The approval process may require documents, performance checks, and other qualifications.
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Error 8005: SKU Identity Change Not Allowed

You attempted to modify a SKU's identity attributes, causing a mismatch with its ASIN.

How to Fix:

- Delete the SKU and recreate it with the correct attributes.
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Error 8007: Parent SKU Not Found

The parent SKU referenced in your variation listing has not been set up correctly. Common issues include:

- Using an incorrect SKU for the parent
- Not designating the SKU as a parent during setup
- A previous error preventing the parent SKU from being created

How to Fix:

- Ensure the Parent SKU column contains the correct "parent" designation.
 - Check previous error reports for related issues and correct them.
 - Resubmit your inventory file.
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Error 8008: Unrecognized Parent SKU

The parent SKU for your variation listing is already in use in Amazon's catalog.

How to Fix:

- Delete the parent SKU from Amazon's catalog, wait 24 hours, then recreate it.
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Error 8040: Brand Restriction on Variations

You cannot create a new variation relationship for this brand without authorization.

How to Fix:

- Submit a request to Amazon's Helpdesk for approval, or list your product under an existing ASIN for this brand.
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Error 8047: Incorrect Variation Assignment

Your SKU was submitted as a variation child but matches an ASIN categorized as a variation parent.

How to Fix:

- Resubmit your product with a **UPC, ISBN, or other product identifier** instead of the ASIN. Ensure that child SKUs are assigned correctly to parents.
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Error 8058: Missing Attributes for SKU

Some required fields in your product data are missing or contain invalid values.

How to Fix:

- Check the error report to identify the missing fields.
 - Correct the data and ensure values match Amazon's accepted formats.
 - Resubmit your inventory file.
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Error 8066: Parent SKU Not Designated Properly

Amazon requires you to set the **Relationship Type** for every variant product under a parent SKU.

How to Fix:

- If authorized, set the correct relationship type in your inventory file.
 - If unauthorized, list variants as standalone products instead.
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Error 8070: Internal Feed Processing Error

Amazon's system encountered an internal error while processing your feed.

How to Fix:

- No action is required. The system will automatically retry processing the feed.
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Error 8101: Invalid Product Type

The product type provided in your feed is incorrect.

How to Fix:

- Select the correct product type based on Amazon's category-specific flat file templates and republish your listing.
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Error 8105: Invalid Attribute Value

One or more attributes in your product feed do not match Amazon's accepted values.

How to Fix:

- Open the product in **Seller Central** and check the "Vital Info" tab.
 - Compare the values in the error report with Amazon's accepted values.
 - Adjust and resubmit the listing.
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Error 8115: Condition Type Mismatch

The condition type provided for your SKU is not valid for its category.

How to Fix:

- Check the category-specific condition types allowed by Amazon.
 - Adjust the condition type accordingly and update the listing.
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Error 8541: SKU Data Mismatch

The product ID (UPC, EAN, ISBN, etc.) provided in your feed conflicts with an existing ASIN in Amazon's catalog.

How to Fix:

- Adjust your product data to match the ASIN's existing details.
 - Alternatively, submit a fast-listing update with only the **Product ID, Price, and Quantity**.
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Error 8566: SKU Not Found in Amazon's Catalog

Your SKU does not match any existing ASIN, and the provided data is insufficient to create a new ASIN.

How to Fix:

- Ensure the feed includes a **valid UPC, EAN, ISBN, or manufacturer part number**.
 - Include key product details such as brand and dimensions.
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Error 8567: Invalid Parent SKU for ASIN Creation

This occurs when a parent SKU lacks a valid **Product ID** and does not match any ASIN.

How to Fix:

- Disable **Fast Listing Mode**, then submit a **forced product update**.
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Error 8603: Item Classification Cannot Be Changed

You cannot change the **item classification** (product type) of an existing SKU.

How to Fix:

- Delete the SKU and recreate it with the correct classification.
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Error 13013: SKU Not in Amazon Catalog

The SKU does not exist in Amazon's inventory, possibly due to incorrect condition mapping.

How to Fix:

- Resubmit the feed with the correct SKU details.
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Error 20002: Variation Theme Mismatch

The **variation theme** (e.g., Size, Style) for your SKU differs from the existing theme in Amazon's catalog.

How to Fix:

- Use a variation theme that matches or includes the existing theme.
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Error 20005: Image Cannot Be Associated with SKU

The SKU could not be created due to a prior data error, preventing image uploads.

How to Fix:

- Correct the underlying SKU error and resubmit the product feed.
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Error 90011: Missing or Invalid Column Headings

Your input file contains invalid or missing column headings.

How to Fix:

- Download a fresh template from Amazon Seller Central and use that version.
 - Alternatively, check for and remove any duplicate column headings from your file.
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Error 99001: Missing Value in "is_expiration_dated_product" Field

This error occurs when the **is_expiration_dated_product** field is left blank or contains an invalid value in your flat file. It can also be caused by missing required values in other fields.

How to Fix:

- Check the product's template and ensure all required fields contain valid values.
 - Correct any missing or invalid entries and re-upload the file.
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Error 99006: Missing Required Value in Dependent Fields

A required value is missing in the **VALUE_OR_ATTRIBUTE** field because related dependent fields contain values. This often happens with variation themes or relationship types.

How to Fix:

- Review your data and ensure that all required values are provided.
 - Double-check variation themes and relationship type fields for completeness and accuracy.
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Error 99010: Missing Data in Required Custom Fields

This error occurs when one or more required fields in a designated group are left empty during item creation.

How to Fix:

- Enter the necessary data in the required custom fields as specified by Amazon.
 - If the missing fields are optional, you can select "**Skip Empty**" in your product's template to bypass them.
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Error 99038: Invalid Value in Product Description Field

The **Product Description, Product Name, Title, Bullet Points, or Key Product Features** contain improperly formatted **HTML tags**.

Amazon allows the use of HTML for structuring product descriptions, but **all opened tags must be properly closed** for validation.

How to Fix:

- Check the affected fields for incorrectly formatted HTML.
 - Ensure every **opening (< >) tag** has a **corresponding closing tag (</ >)**.
 - Correct and re-upload the file.
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Error 90117: Product Descriptions Exceed Maximum Character Limits

If you sell on Amazon, you may encounter error code 90117 when your product title, bullet points, or descriptions exceed the allowed character limits.

Amazon imposes these limits based on product attributes, and exceeding them triggers this error. It serves as a reminder to ensure your product information complies with Amazon's restrictions for a seamless listing experience.

How to Fix:

- To avoid this error, download the category-specific inventory file from the **'Add Products'** section in Amazon Seller Central. Check the maximum character limits for titles, bullet points, and descriptions, and ensure your listing complies with these constraints.
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Error 90057: Invalid Values in Your Feed

This error, similar to error 8560, occurs when an invalid value is submitted in a listing field.

How to Fix:

- Download the **category-specific inventory file** from Seller Central.
 - Check the **Data Definitions** tab for the **Accepted Values** column.
 - Update your listings with the correct values.
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Error 20008/20009: Invalid Image Size

These errors occur when images don't meet Amazon's **minimum pixel requirements**.

How to Fix:

- Resize images according to Amazon's guidelines.
 - Download the **category-specific inventory file** from Seller Central.
 - Review the **Accepted Values** column in the **Data Definitions** tab to ensure compliance.
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Error 100035: Missing Important Information in Item Name

This error occurs when the `item_name` attribute for your product listing is missing key details, such as compatible phone models or the number of pieces included.

How to Fix:

Ensure the `item_name` includes:

- The models of phones the item is compatible with.
 - The total number of pieces included in the product.
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Error 100037: Potential Low Pricing Error

Amazon flags this error when the selling price of your product appears to be significantly lower than similar listings. This safeguard prevents accidental pricing errors.

How to Fix:

- Review your selling price and compare it with market prices.
 - Adjust the price if necessary to align with similar products.
 - After confirming or updating the price, resubmit the product details.
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Error 100146: Brand Approval Required

Amazon requires approval to sell certain brands to prevent counterfeit products and ensure brand integrity.

How to Fix:

- Log in to **Seller Central** and navigate to **Catalog > Add Products**.
 - Search for the brand/product and check if "**Listing Limitations Apply**" appears.
 - Click it and follow the instructions to request approval.
 - You may need to provide invoices, a brand authorization letter, or other documents.
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