

Selling on Amazon

**MARKETPLACE FEEDS - ERROR CODES**

amazon services™

## About this document

This document provides the possible error codes you may see on your processing report and what to do to resolve them.

Error Codes	MARKETPLACE FEEDS - ERROR MESSAGES
<b>Error 15</b>	<p><b>Invalid image URL.</b></p> <p>You need to submit an image URL in a standard, supported format. Please check to make sure that your URL has the correct syntax, based on the example below:  <a href="http://www.domain.com/directory/image-file.jpg">http://www.domain.com/directory/image-file.jpg</a></p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• An image file suffix of .gif or .jpg is not required, but is preferred.</li> <li>• You can use http, but not https, ftp, or "file" protocols.</li> <li>• Avoid spaces and non-alphanumeric characters (\$, ?, @, &amp;, and so on).</li> </ul>
<b>Error 3015</b> <b>Error 6014</b> <b>Error 8556</b>	<p><b>This product now matches a restricted product. Your offer will be removed from Amazon.com.</b></p> <p>This error occurs when a product no longer meets the requirements for inclusion in the Amazon.com catalog. Legal and other considerations prevent Amazon.com from listing all types of products. If you believe this error is unwarranted, please review the terms of your participation agreement.</p>
<b>Error 5002</b>	<p><b>An internal error occurred. Please resubmit your data.</b></p> <p>This error may be the result of an internal Amazon error. Please resubmit your data. If this error persists, please <a href="#">contact us</a> for technical support.</p>
<b>Error 5003</b>	<p><b>Too many errors were encountered. Processing was aborted.</b></p> <p>There are too many errors in the data you submitted to continue processing it. To avoid repeating this error, you should try the following steps:</p> <ul style="list-style-type: none"> <li>• Compare the data file you are submitting with the data definitions to ensure your values are valid.</li> <li>• Submit a smaller set of data for troubleshooting purposes.</li> </ul>
<b>Error 5004</b>	<p><b>We are unable to process this item because of missing information.</b></p> <p>This error occurs when your file is missing required information. If you received this error after submitting an inventory file, some columns in your spreadsheet are required. You will find these outlined on the Data Definitions tab of your template.</p> <p>To avoid repeating this error, you should try the following steps:</p> <ol style="list-style-type: none"> <li>1. Check the data file you are submitting to make sure that no required fields are omitted (for example: SKU, ProductName, or Manufacturer.)</li> <li>2. Resubmit your data.</li> </ol>
<b>Error 5008</b>	<p><b>Unsupported operation.</b></p> <p>If you received this error after submitting an inventory file, then you supplied a value other than "Update" or "Delete" in the update-delete column. Please resubmit with one of the two valid values.</p>

**Error 6000****Data  
Formatting  
and  
Values****Error 6000: Characters Are Not Decimal**

*Value* contains character(s) *Characters* that cannot be interpreted as a decimal.

This error occurs when you use an invalid character to represent a decimal. Common reasons why this may be the case include:

- Utilizing the European convention of a comma (,) rather than a period (.) to represent the decimal point. For example, listing 0,4 to represent four tenths rather than 0.4.

To resolve this error, you should:

1. Modify your file by including a period (.) as the decimal point.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Characters Aren't Positive Integers**

*Value* contains character(s) *characters* that cannot be interpreted as a positive integer.

To be valid, your value must meet the following conditions:

Be greater than or equal to one.

Be an integer or whole number. In other words, you cannot include a decimal point, fraction, or text. For example, "3" is a valid value, but "3.5", "3 1/2", and "3 days" are invalid.

To resolve this error, you should:

- Modify your file to include a number that is greater than or equal to zero and does not contain a decimal or fraction.  
Save your changes.  
Resubmit your file.

**Error 6000: Characters Not Integer**

*Value* contains character(s) *Characters* that cannot be interpreted as a non-negative integer.

This error occurs when you provide a value that is not a whole number greater than or equal to zero. In order to be a valid non-negative integer, this value must not include:

Any non-numeric characters such as letters or punctuation marks.

A decimal point.

A fraction.

To resolve this error, you should:

1. Modify your value to exclude any characters listed in the error message.
2. Save your changes.

3. Resubmit your file.

**Error 6000: Characters Not Positive Integer**

*Value* contains character(s) *Characters* that cannot be interpreted as a positive integer.

This error occurs when you provide a value that is not a whole number greater than zero. In order to be a valid positive integer, this value must not include:

- Any non-numeric characters such as letters or punctuation marks.
- A decimal point.
- A fraction.

To resolve this error, you should:

1. Modify your value to exclude any characters listed in the error message.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Column Is Missing**

The required column is missing from the file. Please add the missing information to your file and upload it again.

This error occurs when your file is missing a required column. Common reasons why this may be the case include:

- Removing a column from the original template.
- Failing to export a required column from a database when creating a file.
- Modifying the name of a column.

To resolve this error, you should:

1. Refer to the data definitions for your file. These are located within the Excel-based file template.
2. Make note of the columns that are required for your file.
3. Add any required columns that are missing.
4. Populate those columns with the required data as described in the data definitions.
5. Save your changes.
6. Resubmit your file.

**Error 6000: Column Is Not a Recognized Column**

The column *ColumnName* is not a recognized column for this template and has been ignored.

This error occurs when a column name does not match one of the column names in the inventory file template for this type of product. Because of this, the value you have submitted in that column (field) will be ignored.

To avoid repeating this error, you should try the following steps:

- Modify the column name so that it exactly matches one of the column names from the appropriate inventory file template for your product type.
- Resubmit your data.

#### **Error 6000: ColumnName Is Duplicated**

Column *ColumnName* is present in the file more than once. Please remove the additional columns in your file and upload it again.

This error occurs when you have more than one column in your file with the same name. Common reasons why this may be the case include:

- Modifying one or more column names.
- Exporting the same column in a database more than once when creating a file

To resolve this error, you should:

1. Compare your file with the template available in Seller Help.
2. Ensure that the column names in your file exactly match the column names in the template.
3. Ensure that each column name appears only once in your file.
4. Save your changes.
5. Resubmit your file

#### **Error 6000: Date Format Error**

*Date* must be in the format YYYY-MM-DD or YYYY-MM-DDTHH:MM:SS(((+|-)HH:MM)|Z).

This error occurs when you provide dates that are not in the standard ISO-compliant format. As an example, February 29, 2008, 1:10:30 p.m. in Seattle should be expressed as:

- 2008-02-29T13:10:30-8:00
- OR simply: 2008-02-29

The ISO standard is based on Greenwich Mean Time (GMT). If you're in the Pacific Time Zone, you are 8 hours off GMT (7 hours off GMT in Daylight Savings). This is indicated by the "-8:00" in the formula above. If you're in the Eastern Time Zone, you are 5 hours off GMT (4 hours off GMT in Daylight Savings). One common reason why this error occurs is:

- You entered the date correctly in an Excel-based template and Excel reformatted your date.

If you are using Excel to manage your data, you can format your date columns as text to prevent Excel from automatically reformatting them. To do this:

1. Go to the Format tool on the shortcut menu and choose "Cells."
2. On the Number tab, select "Date."
3. Choose "Text" to format numbers as text.

**Error 6000: Date Is Illegal for Leap Year**

*Date* is illegal because the month of February has only 29 days in the leap year *Year*.

This error occurs when you indicate a non-calendar date. For example, there are only 29 days in February in a leap year. Leap year occurs every four years. The year 2004 was a leap year. Other leap years include 2008 and 2012.

To resolve this error, you should:

1. Modify your file to include valid calendar dates.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Date Is Illegal for Non-Leap Year**

*Date* is illegal because the month of February has only 29 days in the leap year *Year*.

This error occurs when you indicate a non-calendar date. For example, there are only 29 days in February in a leap year. Leap year occurs every four years. The year 2004 was a leap year. Other leap years include 2008 and 2012.

To resolve this error, you should:

1. Modify your file to include valid calendar dates.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Date Month Error**

*Date* is invalid because the months of April, June, September, and November have only 30 days.

This error occurs when you indicate a non-calendar date. For example, there is no thirty-first day of April, June, September or November.

To resolve this error, you should:

1. Modify your file to include valid calendar dates.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Double Quotation Mark Missing**

A double quotation mark, which defines where one field starts and another field ends, is missing. Please add the missing double quotation mark and reupload the record.

This error occurs when your file does not contain an expected double quotation mark. In a tab-delimited text file, quotation marks are used to enclose data that includes one or more special characters. If a field of data includes a double quotation mark (such as when using it to represent

inches), that field must also have a double quotation mark at both the beginning and end.

If you create your tab-delimited text file from a Microsoft Excel template, Excel should automatically include the proper number of double quotation marks.

#### **Error 6000: FieldName Exceeds MaxCharacters**

The value *Value* in the field *FieldName* exceeds the maximum number of characters allowed (*MaxCharacters*).

This error occurs when the value you provide exceeds the maximum number of characters for that field as described in the data definitions. For example, SKU is limited to 40 characters.

Common reasons why this error may occur include:

- Not including blank spaces in your character count.
- Pasting large amounts of data in a field without checking the character count.

To resolve this error, you should reduce the number of characters in the offending value so that it is less than or equal to the maximum number of characters for that field as described in the data definitions.

To quickly determine how many characters are in a value, paste the information into Microsoft Word and choose "Word Count..." from the Tools menu.

#### **Error 6000: File Contains No Data**

This file contains no data.

This error occurs when the file you submit contains no data. To resolve this error, you should:

1. Open the file you submitted in a text editor such as Note Pad (Windows) or TextEdit (Mac).
2. Check that the file contains your data.
3. If the file contains data, resubmit the file.
4. If the file is blank, you should recreate the file from the original source.

#### **Error 6000: First Row Unreadable**

The first row of your file, which specifies template type and version, has been modified and can no longer be read. Please download a new version of this template and use it to upload your data, making sure not to modify the first row.

This error occurs when the first row of your inventory file does not match a known template type or version number. In order for Amazon.com to successfully process your inventory file, you must specify the template type (such as Clothing or PetSupplies) and version number. The proper information for your inventory file is already located on the first row of the template.

To resolve this error:

1. Compare the first row of your inventory file with the first row of the appropriate inventory file template.
2. Modify the first row of your inventory file so that it matches the first row of the template.
3. If you are editing your inventory file with Excel, Cell A1 should contain the template type and Cell A2 should contain the version number.
4. If you are editing your inventory file with a text editor, a single tab on the first row should separate the template type and version number.
5. Save your modifications.
6. Resubmit your inventory file.

#### **Error 6000: Invalid Time Zone**

*Timezone* indicates an invalid time zone (*string*).

This error occurs when the time zone element of a date is incorrectly formatted. Time zone information is not required when entering dates, but is recommended. Dates must be in the standard ISO-compliant format.

As an example, if you include a time zone, February 29, 2008, 1:10:30 p.m. in Seattle should be expressed as:

- 2008-02-29T13:10:30-8:00

The ISO standard is based on Greenwich Mean Time (GMT). If you're in the Pacific Time Zone, you are 8 hours off GMT (7 hours off GMT in Daylight Savings). This is indicated by the "-8:00" in the formula above. If you're in the Eastern Time Zone, you are 5 hours off GMT (4 hours off GMT in Daylight Savings).

#### **Error 6000: Product Type/ColumnPair Not Recognized**

The product type/column pair *ProductType/FieldName* is not a recognized column for this template. The value *Value* in the field *FieldName* will be ignored.

This error occurs when a column name does not match one of the column names in the inventory file template for this type of product. Because of this, the value you have submitted in that column (field) will be ignored.

To avoid repeating this error, you should try the following steps:

- Modify the column name so that it exactly matches one of the column names from the appropriate inventory file template for your product type.
- Resubmit your data.

#### **Error 6000: Specify FieldName**

Please specify value(s) for field(s) *FieldName* when providing value(s) for field(s) *FieldName*

This error occurs when you provide a value for one field but fail to provide a value in one or more related fields. For example, if you provide a `StandardProductID`, you must also provide a `ProductIDType`. Otherwise, we are unable to determine if you are providing a UPC, ISBN or some other type of industry-standard identifier.

To resolve this error, you should provide valid values for the fields specified in the error message.

For more information on the values that are valid for each field, or to better understand how fields are related to each other, please refer to the relevant data definitions.

#### **Error 6000: TimeValue Outside Accepted Range**

*TimeValue* is outside the accepted range for *time-type*.

This error occurs when the unit of time you submit is misformatted. A point in time must use a six-digit value with no separator characters. Valid times may range from 000000 to 235959, falling within an inclusive 24-hour period.

#### **Error 6000: URL Is Malformed**

*URL* is malformed.

This error occurs when an image URL you are submitting does not conform with one or more of the standard requirements. In order to be valid, your image URL should:

- End in a valid file extension.
- Include "http://" at the beginning

The valid file types (and their extensions) are:

- JPEG (.jpg)
- GIF (.gif)
- TIFF (.tif)

#### **Error 6000: Value Format Error**

*Value* must be in the format "true", "false", "1" or "0".

This error occurs when you fail to provide a valid value for a binary field. Binary fields ask a yes/no question. For example, the field `IsGiftMessageAvailable` asks whether or not gift messaging is available for a product.

To answer "yes" to a binary field, use one of the following values:

- 1
- true

To answer "no" to a binary field, use one of the following values:

0  
false

To resolve this error, you should:

1. Modify your file to include a valid value for each binary field.
2. Save your changes.
3. Resubmit your file.

#### **Error 6000: Value - Multiple Values Submitted**

Multiple values submitted for field with name *FieldName*. The value *Value* in the field *FieldName* will be ignored.

This error occurs when submit more than one value in a column for a single item. For example, this error would occur if you submitted the values "true" and "false" in the "Autographed" field.

To fix this error, you should make sure you include only a single value in the column (field) indicated in the error message.

#### **Error 6000: Value Must Be Valid Decimal Number**

*Value* must represent a valid decimal number (e.g., 3.66 or 4.0)

This error occurs when you use invalid characters to represent a decimal. Common reasons why this may be the case include:

- Utilizing the European convention of a comma (,) rather than a period (.) to represent the decimal point. For example, listing 0,4 to represent four tenths rather than 0.4.

To resolve this error, you should:

Modify your file by including a period (.) as the decimal point.  
Save your changes.  
Resubmit your file.

#### **Error 6000: Value Not Integer**

Value must be a non-negative integer (e.g. 0, 5, or 20).

This error occurs when you provide a whole number that is less than zero.

To resolve this error, you should:

1. Modify your file to include a number that is greater than or equal to zero and does not contain a decimal or fraction.
2. Save your changes.

3. Resubmit your file.

**Error 6000: Value Not Positive Integer**

Value must be a positive integer (e.g. 1, 5, or 20).

This error occurs when you provide a whole number that is less than or equal to zero.

To resolve this error, you should:

1. Modify your file to include a number that is greater than zero and does not contain a decimal or fraction.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Value Outside Integer Range**

*Value* is outside the allowed range of non-negative integers.

This error occurs when you provide a value that is greater than the maximum value allowed for this field. The maximum value for this field is described in the data definitions. You can find the data definitions within the template for the file you submitted.

1. Enter a whole number that is greater than or equal to zero and less than or equal to the maximum value for this field.
2. Save your changes.
3. Resubmit your file.

**Error 6000: Value Outside NonNegative IntegerRange**

*Value* is outside the allowed range of non-negative integers.

This error occurs when you provide a whole number that is less than zero. To be valid, your value must meet the following conditions:

Be greater than or equal to one.

Be an integer or whole number. In other words, you cannot include a decimal point, fraction, or text. For example, "3" is a valid value, but "3.5", "3 1/2", and "3 days" are invalid.

To resolve this error, you should:

- Modify your file to include a number that is greater than or equal to zero and does not contain a decimal or fraction.  
Save your changes.  
Resubmit your file.

**Error 6000: Value Outside Positive Integer Range**

*Value* is outside the allowed range of positive integers.

This error occurs when you provide a value that is greater than the maximum value allowed for this field. The maximum value for this field is described in the data definitions. You can find the data definitions within the template for the file you submitted.

1. Enter a whole number that is greater than zero and less than or equal to the maximum value for this field.
2. Save your changes.
3. Resubmit your file.

**Error 8004**

**The Product with SKU [%s] may be identical to existing ASINs ([%s]) based on these attributes: [%s].**

This error occurs when the product data you provided closely resembles the existing product data for one or more products in the Amazon.com catalog. The error message specifies the similar products by providing an ASIN and the similar item attributes.

Whenever possible, Amazon.com presents customers with a single page for a product, regardless of how many sellers offer the product. Therefore, you must provide enough product data for Amazon.com to determine if your product matches an existing product or if it is a new, unique product.

Follow these steps to resolve this error:

1. Search Amazon.com using the ASINs as listed in the error message to determine if the products are the same as your product.
2. If you find a match, modify your product data to more closely resemble the existing product data. Carefully review the product title, UPC, brand, manufacturer, and manufacturer part number.
3. If you do not find a match, modify your product data to more clearly differentiate your product. Carefully review the product attributes mentioned in the error message.
4. Resubmit your modified product data.

**Error 8005**

**You must remove all inventory for this product from Amazon.com before we can proceed.**

The product data you are submitting has changed such that your product or SKU will be associated with a different product in the Amazon.com catalog using this ASIN if this data is processed. Before we can process this product data, you must first remove any active offerings for this product from Amazon.com.

To resolve this error using tab-delimited inventory files, follow these steps:

1. Change the product data in your inventory file for this SKU so that it matches the data from your last successful submission.
2. Enter "0" (zero) in the quantity column.
3. Enter "x" in the add-delete column.
4. Submit your modified inventory file. This removes any active offerings from Amazon.com.
5. Change the product data in your inventory file for this SKU to the new values, but leave the quantity at zero.
6. Enter "a" in the add-delete column.
7. Submit your updated inventory file.
8. When your inventory file has processed successfully, submit a new inventory file with a valid quantity for your product.

**Error 8006**

**SKU [%s] cannot be deleted because it has saleable inventory.**

This error occurs when you try to delete a product that is still available for purchase on Amazon.com. Before you can delete a product, you must first set its available inventory level to zero. This prevents the product from deletion while it is in a customer's shopping cart.

Please be aware that deleting a product removes it from the Amazon.com catalog. Generally, it is best to reset the product's available inventory to zero instead of deleting that product.

To resolve this error using tab-delimited inventory files, you should:

1. Change the product's quantity to "0" (zero) in your inventory file.
2. Set the update-delete value to "Delete".
3. Resubmit your inventory file.

**Error 8013**  
**Error 13013**

**This SKU does not exist in the Amazon.com catalog. Your [*price, inventory, or product*] data was not processed.**

No action can be taken for the SKU you provided because it does not exist in the Amazon.com catalog. Common reasons why this might be the case include the following:

The SKU was never successfully added to the Amazon.com catalog.  
The SKU has been deleted from the Amazon.com catalog.

If you receive this error after submitting a tab-delimited inventory file to update or create a product, there are likely other errors associated with this SKU which prevented the SKU from being added to the catalog successfully. You should check for and correct those errors. Once you do, resubmit your inventory file and this particular error message will disappear.

If you receive this error after submitting a tab-delimited inventory file to delete a product, no corrective action is necessary.

**Error 8015**

**An identical element or attribute value was submitted multiple times.**

If you submit inventory files to manage your product data, this error generally occurs when you provide the same value in two related columns. For example, this error occurs if you place the value "bowling" in both the used-for1 and used-for3 columns. Alternatively, you might have modified your inventory file so that it contains two columns with identical headings. To fix this error, remove duplicate values and ensure that each column heading matches the original template.

**Error 8020**  
**Error 8106**  
**Error 8108**  
**Error 8602**

**Invalid StandardProductID.**

This error occurs when the StandardProductID value you provide does not meet the requirements for the ProductIDType you specified. Valid ProductIDType values include:

UPC  
EAN

If you entered "UPC" as your ProductIDType, you must provide a valid 12-digit UPC as your StandardProductID value. If you entered "EAN" as your ProductIDType, you must provide a valid 13-digit

UPC as your StandardProductID value.

Common reasons for invalid values include the following:

We recommend the UPC/EAN is always used when creating a new product on Amazon.com. You did not provide the required number of digits, because you omitted the check digit. The check digit is the last digit in the string and is calculated based on the other digits in the string. You can verify or calculate your check digit using one of the many UPC or EAN validators available on the Internet.

- The check digit you provided is not valid. The check digit is the last digit in the string and is calculated based on the other digits in your string. You can verify your check digit using one of the many UPC or EAN validators available on the Internet.
- You did not provide the required number of digits because your StandardProductID begins with a zero, and Microsoft Excel removed that zero after you entered it in your Inventory File Template. If this is the case, reformat the StandardProductID column as text (Format > Cells...) before entering your StandardProductID value.
- You specified the wrong ProductIDType. If so, enter the correct ProductIDType.

A good online tool for calculating the check digit for UPC and EAN numbers is maintained by EAN International at <http://www.ean-int.org/cdcalcul.html>.

## Error 8023

### The data for SKU [%s] conflicts with previously submitted data.

This error occurs when a product you are creating appears to be identical to another product you have already created.

Common reasons why this may be the case include the following:

- You did not provide a sufficient amount of product data to distinguish this product (Product B) from another of your products (Product A).
- You provided a StandardProductID for this product (Product B) which is already associated with another one of your products (Product A).
- You are resubmitting product data under a new SKU for a product which you previously sold on Amazon.com but failed to properly delete.

To resolve this error, you should:

1. Compare the StandardProductID value for this product (Product B) with the StandardProductID values previously submitted for other products.
2. If you have already submitted data for another product (Product A) with the same StandardProductID as this product (Product B), determine whether Product B is intended to be same as or different than Product A.
3. If Product A and Product B are the same product, you cannot sell the same product under two different SKUs. To stick with Product A, simply stop submitting data for Product B. To proceed with product B, delete Product A and resubmit your data for Product B.
4. If Product A and Product B are different products, modify the StandardProductID for one of the products and augment your product data to provide additional distinguishing information.

This error can be very difficult to troubleshoot if you have not saved your previous product data submissions. If you are unable to solve this error with the troubleshooting steps above, please [contact us](#) for technical support.

**Error 8024****Unexpected system stoppage.**

This error can occur when you provide an insufficient amount of data. If you cannot resolve this error by resubmitting your current data, please use additional data elements before resubmitting.

**Error 8026  
Error 8028****Unauthorized product line.**

You appear to be submitting product data for an unknown product line or a product line that does not currently allow the creation of new products and offers. Please resubmit your product data referencing a valid product line.

**Error 8027****Unexpected system stoppage (invalid ASIN).**

This error can occur if your data references an invalid ASIN. If you cannot resolve this error by resubmitting your current data, please resubmit using a valid ASIN.

**Error 8041****SKU 'a1b2c3' appears to correspond to ASIN B000123456, but some of the information submitted does not match the product information that is already in the Amazon catalog.**

If your product is the same as the one on this detail page, please modify your product data to reflect the following Amazon catalog values and resubmit. If your product is different than what is on the detail page, please provide more data and resubmit.

„ TITLE“ Merchant value: „ Good Bad Ugly“ Amazon catalog value: „ The Good, the Bad, and the Ugly“  
„ Binding“ Merchant value: „ VHS“ Amazon catalog value: „ DVD“ .

Error message 8041 occurs when your SKU appears to correspond to an existing ASIN, but some of the information submitted does not match the product information that is already in the Amazon catalog for that ASIN.

**Error 8042****SKU 'a1b2d4' could correspond to multiple ASINs in the Amazon catalog. Please review the possible matches below.**

If your product is the same as the product on one of these detail pages, please modify your product data to reflect the Amazon catalog values and resubmit. If your product is different than what is on these detail pages, please provide more data and resubmit.

ASIN B1234567890 „ UPC“ Merchant value: „ 12345678901“ Amazon catalog value: „ 00000000000“  
„ TITLE“ Merchant value: „ Good Bad Ugly“ Amazon catalog value: „ The Good, the Bad, and the Ugly“ .

ASIN B0987654321 „ UPC“ Merchant value: „ 12345678901“ Amazon catalog value: „ 12345678901“  
„ TITLE“ Merchant value: „ Good Bad Ugly“ Amazon catalog value: „ For a few dollars more.“

Error message 8042 occurs when your SKU may correspond to multiple ASINs in the Amazon catalog.

**Error 8050****The price submitted for your product exceeds the maximum allowable price.**

The price you submitted for your product exceeds the maximum allowable price for this product. If you want to sell this product on Amazon.com, you must offer it at a lower price. Please contact us to learn more about the maximum allowable price for this product.

**Error 8051****The price submitted for this product is less than the minimum allowable price.**

**Error 8052**

The price you submitted for your product is less than the minimum allowable price for this product. If you want to sell this product on Amazon.com, you must offer it at a higher price. Please contact us to learn more about the minimum allowable price for this product.

**The price you submitted for this item exceeds \$2,500.**

The price you submitted for your product exceeds the \$2,500 price limit for this type of product. If you want to sell this product on Amazon.com, you must offer it at a price less than or equal to \$2,500.

**Error 8055**

**The StandardProductID value for SKU [%s] is an invalid ASIN.**

This error occurs when you submit an invalid ASIN as the StandardProductID value in your inventory file. To resolve this error, replace the ASIN with a valid value and resubmit your product data.

To check the validity of an ASIN, enter the ASIN in any search box on Amazon.com and click **Go**. If the ASIN is valid, the product detail page associated with that ASIN appears in your browser. If the ASIN is invalid, no information appears.

**Error 8056  
Error 8115**

**Invalid ConditionType for SKU [%s].**

This error occurs when you submit an invalid ConditionType value in your inventory file. To resolve this error, resubmit your product data with a valid ConditionType value.

Valid values for ConditionType include the following:

New  
Refurbished  
UsedLikeNew  
UsedVeryGood  
UsedGood  
UsedAcceptable  
CollectibleLikeNew  
CollectibleVeryGood  
CollectibleGood  
CollectibleAcceptable

Please note that some ConditionType values might not be valid for all product categories.

**Error 8057**

**ConditionType for SKU [%s] cannot be modified because it has saleable inventory.**

This error occurs when the ConditionType value you submitted for this SKU differs from the exiting ConditionType value in the Amazon.com catalog. You cannot change the ConditionType associated with a product while offers for that product are active on Amazon.com. To resolve this error, you must first remove any existing offers before you can update the ConditionType value.

To resolve this error using tab-delimited inventory files, do the following:

1. Change the ConditionType in your inventory file for this SKU so that it matches the data from your last successful submission.
2. Enter "0" (zero) in the quantity column.

3. Submit your modified inventory file to remove any active offerings from Amazon.com.
4. Change the ConditionType in your inventory file for this SKU to your ConditionType.
5. Enter the correct quantity in the quantity column.
6. Resubmit your updated inventory file.

**Error 8058**

**The following attributes are missing for SKU [%s]: [%s].**

This error occurs when your inventory file is missing some necessary data for creating or updating your product. To resolve this error, update your inventory file with additional product attributes and resubmit your data.

**Error 8060**

**SKU [%s] cannot be matched to an existing product for the following reason: [%s].**

There are three possible causes for this error condition:

1. **Invalid Values.** Standard product ID values are generally invalid for one of two reasons: they have the wrong number of characters or they fail to conform with industry standards.
  - First, check that your standard product ID meets the character requirements for UPC (12 digits), EAN (13 digits), or ISBN (10 digits, sometimes ending with an X) numbers.
  - Second, search the Web for a UPC validator or similar tool. Such tools can tell you whether your standard product id conforms to industry standards. (Please note: If your standard product ID starts with a zero and you are working with Excel, Excel may have reformatted the number to remove the “ leading zero.” To fix this, reformat the standard product ID column as text and manually edit the value.)
2. **Data not provided.** One or more required fields have not been populated in the product data. Add values for the listed fields to your product data before resubmitting. (Please note: UPC codes starting with 2 and 4 are defined as "reserved for local use." As such, our catalog system will ignore these codes and behave as if you hadn't provided a UPC code in your feed.)
3. **Invalid item.** You have attempted to match against existing products using just a standard product ID (UPC, EAN etc) that does not exist in our catalog.
  - If you entered the wrong standard product ID, you can correct it and resubmit the product data again.
  - If the standard product ID is correct, you will need to augment your product data with additional information and resubmit it before the product can be created in the Amazon catalog.

**Error 8101  
Error 8103**

**Invalid ProductType value for SKU [%s].**

This error occurs when the ProductType value you submitted for this SKU does not match one of the valid ProductType values for the Amazon.com catalog. To resolve this error, please resubmit your product data using a valid ProductType value.

If you received this error after submitting an inventory file, you can find a list of valid ProductType values on the Data Definitions tab in your Inventory File Template.

**Error 8102**

**Catalog data does not exist for SKU [%s].**

If you receive this error after uploading an inventory file, there is likely another error blocking the addition of your product to the Amazon.com catalog. As a result, the image processor is unable to associate the image you referenced with an existing product. This error goes away when you address the other product data errors.

**Error 8104****You did not provide a title for SKU [%s]. Please resubmit with a product title.**

This error occurs when you fail to provide a name for your product in your inventory file. To resolve this error, please resubmit your product data after including a product name.

**Error 8113****The date format is not ISO-compliant.**

This error occurs when you provide dates that are not in the standard ISO-compliant format.

As an example, February 29, 2008, 1:10:30 p.m. in Seattle should be expressed as:

2008-02-29T13:10:30-8:00  
OR simply: 2008-02-29

The ISO standard is based on Greenwich Mean Time (GMT). If you're in the Pacific Time Zone, you are 8 hours off GMT (7 hours off GMT in Daylight Savings). This is indicated by the "-8:00" in the formula above. If you're in the Eastern Time Zone, you are 5 hours off GMT (4 hours off GMT in Daylight Savings).

One common reason why this error occurs is:

- You entered the date correctly in an Excel-based template and Excel reformatted your date.

If you are using Excel to manage your data, you can format your date columns as text to prevent Excel from automatically reformatting them. To do this:

1. Go to the Format tool on the shortcut menu and choose "Cells."
2. On the Number tab, select "Date."
3. Choose "Text" to format numbers as text.

**Error 8555****Catalog data does not exist for this product.**

This error occurs when the SKU you are referencing does not exist in the Amazon.com catalog. One of four conditions is likely the case:

1. You have not yet added this SKU to the Amazon.com catalog.
2. Previous errors in your inventory file prevented the addition of this SKU to the Amazon.com catalog.
3. The SKU you are referencing is incorrect.
4. The SKU was previously deleted from the Amazon.com catalog.

This error goes away after you correct the SKU or successfully add the SKU to the Amazon.com catalog.

**Error 8556****SKU [%s] cannot be created because it would be related to a restricted product.**

This error occurs when your product cannot be sold on Amazon.com because it matches a restricted product. Legal and other considerations prevent Amazon.com from listing all types of products from all

	<p>merchants, even in cases where you were previously able to sell this product. If your product may be considered a toy or baby product, please see <a href="#">Category and Product Restrictions</a> for more information about which products can and cannot be sold.</p>
<b>Error 13001</b>	<p><b>Quantity exceeds 99,999,999.</b></p> <p>This error occurs when the available inventory you declare for a product is greater than 99,999,999. To resolve this error, please resubmit your data with a quantity less than or equal to 99,999,999.</p>
<b>Error 13006</b>	<p><b>Your StandardPrice/item-price value is invalid. It must be a positive value.</b></p> <p>If you received this error after uploading an inventory file, your item-price value is invalid.</p> <p>To be valid, your item-price value must be a positive value. For example, "3.00" is a valid value, but "-3.00" is invalid.</p> <p>To resolve this error, please resubmit your data using an item-price value that is greater than zero.</p>
<b>Error 13037</b>	<p><b>Invalid currency code.</b></p> <p><b>-OR-</b></p> <p><b>This SKU does not exist in the Amazon.com catalog. Your price data was not processed.</b></p> <p>This error occurs when you specify a currency other than United States dollars (USD) in your feed. Although the data definitions indicate valid codes for pounds, euros and yen, only United States dollars are supported at this time. To resolve this error, please repost your feed using "USD" as your currency code.</p>
<b>Error 13043</b>	<p><b>A 0.00 price is not valid.</b></p> <p>This error occurs when you indicate a price of 0.00 for a product. For a price to be valid, it must be equal to or greater than 0.01.</p>
<b>Error 13100</b>	<p><b>Unexpected system stoppage.</b></p> <p>An Amazon.com system error may have prevented your data from being processed successfully. Please submit your inventory data again. If you are unable to successfully submit your data, and this is the only error you are receiving, please <a href="#">contact us</a> for technical support.</p>
<b>Error 18028</b>	<p><b>The data you submitted is incomplete or invalid.</b></p> <p>This error occurs when you fail to provide all the necessary data for Amazon.com to process your request.</p> <p>If you use text files to manage your orders, please refer to the data definitions in your template for a list of required fields.</p>
<b>Error 20003</b>	<p><b>We were unable to process your image.</b></p> <p>A number of factors can be responsible for this error. These include:</p>

The image file name indicated in the URL does not end in one of the valid extensions.  
The file format does not match one of the valid image file formats.  
The URL contains an argument and is not a direct path to the image (as indicated by a question mark [?] in the URL).

The valid image file formats and extensions are:

GIF (\*.gif)  
JPEG (\*.jpg)  
TIFF (\*.tif)

Even if the URL ends in one of the three valid extensions, you should still check to make sure that the image file format is valid. Try this:

1. Use Internet Explorer for Windows to access the URL.
2. Click the "View" menu and look for the "Source" option.
3. If you can select "Source," then your file is really an HTML document. View the source of your document and use the URL that is indicated there.
4. If you are unable to select the "Source" option, then your file is an image file. Right-click on the image and choose "Properties." An information box will appear which specifies the type of image.
5. Make sure your image type matches the list of valid extensions. If not, change the extension to match the image type.

Changing an image file's extension does not change the underlying image format. For example, you cannot turn a bitmap (\*.bmp) or Adobe Photoshop (\*.psd) image into a JPEG image simply by changing the extension to .jpg. A quick way to discover an image file's format using Internet Explorer for Windows is to right-click the image and choose "Properties" from the context menu. The resulting information box indicates the image file format.

Some Unix- and Mac-based operating systems will utilize four character file extensions such as \*.jpeg and \*.tiff. If this is the case with your images, simply change the extension to match the three-character version above.

## **Error 20004**

### **Unable to download image file from the remote server.**

This error occurs when no image file exists as the URL indicated. Our systems try several times to retrieve the image from the specified URL, but in some cases all attempts fail. This is either because the image file is not available on the server or the URL is actually a redirect to the image file. To fix this error, try this:

1. Access the URL using a web browser.
2. If no image appears, then the image file does not reside at that location. You should provide a different, valid URL.
3. If the image appears, check the URL that is displayed in the web browser's address bar.
4. If the URL in the address bar is different from the URL you originally entered, then your original URL is not an image file. It is an HTML redirect. You should resubmit using the URL in the address bar.
5. If the URL in the address bar is the same as the URL you originally entered, then your URL is valid. However, there may have been transient network errors, or the host server was unavailable, at the time our system attempted to retrieve the image. You should make sure your

	image host is available before resubmitting the feed to get the images uploaded.
<b>Error 20005</b>	<b>Cannot associate image with an existing product.</b>  If you received this error after uploading an inventory file there is likely another error which has prevented your product from being successfully added to the Amazon.com catalog. As a result, the image processor is unable to associate the image you referenced with an existing product. This error will go away when you have addressed the other product data errors.
<b>Error 20008</b>	<b>Invalid image size. The shorter side of the image must be at least %d pixels long.</b>  The image you specified does not meet the minimum requirement for length on the shortest side. Images must meet a minimum size requirement. Otherwise, they cannot be effectively resized for various uses on Amazon.com. Please resubmit your inventory file and reference an image that meets the minimum requirements indicated in the error message.
<b>Error 20009</b>	<b>Invalid image size. The longer side of the image must be at least %d pixels long.</b>  The image you specified does not meet the minimum requirement for length on the longest side. Images must meet a minimum size requirement. Otherwise, they cannot be effectively resized for various uses on Amazon.com. Please resubmit your inventory file and reference an image that meets the minimum requirements indicated in the error message.
<b>Error 20010</b>	<b>Invalid image aspect ratio. The aspect ratio of the image must be less than 10:1.</b>  This error occurs when the shorter side of the image is too small compared to the longer side. A thin image of a cable, for example, gets too thin when we scale it down for the thumbnail view. The longer side of an image must be no more than 10 times greater than the shorter side of the image.  To resolve this error, take a diagonal picture of the product and upload the new image. This will make the product more visible when the image is scaled down.
<b>Error 20011</b>	<b>We were unable to process the image submitted for this item because it does not meet our image guidelines.</b>  This error occurs when an image identified as a placeholder is submitted. Placeholder images include logos and images of text such as "no image available" or "image coming soon." These invalid images often prevent the display of valid product images from other sources.  To resolve this error, resubmit your feed with a valid product image for the item or with the image field left blank.
<b>Error 30033</b>	<b>The item with SKU <i>sku</i> cannot be modified because it matches a deleted item.</b>  This error occurs when you attempt to update or delete an item matching a product that has already been deleted from the catalog. Most likely, you provided an invalid ASIN as the StandardProductID. Unless instructed to do so, you should not provide ASIN values as the StandardProductID. An item's ASIN may change from time to time and old ASIN values will become invalid.

To solve this error using tab-delimited text files:

1. Change the StandardProductID value for this item in your inventory template so that it represents a UPC, EAN or other standard product identifier other than an ASIN.
2. Change the ProductIDType value so that it matches the type of value you provided in Step 1.
3. Resubmit your inventory file.

If you do not have access to an alternative StandardProductID, please [contact us](#) for further assistance.