

What Happens When Your Amazon Account is Locked?

Having your Amazon account locked can be an unsettling and frustrating experience. This usually happens if Amazon detects suspicious activity that violates their terms of service. Getting your account unlocked takes some effort, but is possible if you follow the right steps. Here's an overview of what to expect if your Amazon account gets locked.



Why Your Amazon Account May Be Locked

There are several reasons why Amazon may decide to lock your account. Some of the most common include:

- **Too many refund or return requests** - If you request refunds frequently, especially for expensive items, Amazon may suspect fraudulent activity.
- **Suspicious payment activity** - Using multiple credit cards or gift cards from different IP addresses can trigger a lock.
- **Violating Amazon's terms of service** - Things like abusive reviews, copyright infringement, selling prohibited items, etc. can prompt a lock.
- **Suspected hacked account** - If someone gains unauthorized access to your account, Amazon will lock it for security reasons.

No Matter What, Don't Panic

Getting that dreaded “**account under review**” or “**account locked**” notice can definitely cause panic. But don't worry, having your account locked is not the end. In most cases, you should be able to provide additional information to verify yourself and regain access.

The most important thing is to stay calm and begin the appeal process. Reps may be more helpful if you are polite versus aggressive. Sending multiple appeals won't get your account restored any quicker either. Patience is key!

Appealing an Amazon Account Lock

When your account is locked, Amazon should email details on the appeal process. If not, or if you can't access that email, visit Amazon online and request an appeal.

You will need to provide the following:

- Full name on the account
- Email/password used for the account
- Last 4 digits of payment method
- Detailed explanation of what triggered the lock
- Any other info requested by Amazon

This appeal goes to Amazon's account investigation team. They thoroughly review your explanation and account history before making a judgement call.

How Long Until Your Amazon Account is Unlocked

The waiting period depends on several factors, like:

- Reason for the lock
- Account history
- Quality of your appeal

How backed up Amazon is

On average, expect to wait about 5-7 business days. But it can take up to 4 weeks if more documents are needed or appeals get rejected.

During this waiting period, refrain from filing multiple appeals or reaching out to Amazon customer service. As frustrating as it is, patience truly is important here. Bugging reps usually does more harm than good.

What To Do If Your Appeal Gets Rejected

If Amazon denies your appeal, don't fret. You can submit another appeal with any additional explanations or documents that may help verify your identity or innocence.

Sometimes accounts stay locked after multiple rejected appeals though. In that case, you may have no choice but to create a new Amazon account. Use brand new payment methods and a different email address or phone number.

Also change up your login behaviors, like shipping locations and items purchased. This makes the new account appear completely distinct and less likely to trigger that dreaded lock again!

Getting Your Amazon Account Unlocked

Having your Amazon shut down stinks, no question. But understanding the proper appeal process can help restore access much quicker. Provide as much helpful information upfront as possible in your appeal to increase approval odds.

You may need to arm yourself with patience if the waiting period extends past a few days. But as long as you follow protocol and remain polite with reps, you should regain access before hitting that 30 day mark.

If you want more details on navigating the account unlock process, check out this helpful guide: [How to Unlock Your Amazon Account](#)