

Get Help

You may be asked follow-up questions about your issue before connecting to an associate. [Go to Case Log](#) | [Get help with a new issue](#)

Where is your issue happening? Important

Select the store

United States

Select a service

Selling on Amazon

Selected issue

- Brand - update**
 - Reconcile or update brand name information on the detail page
 - [Change issue](#)

Request a product detail page change for the brand name

We are not able to proceed with your product page change request. We identified an issue with your account status that requires troubleshooting.

Resolve your issue

You are missing a valid bank account information, it is important to update your bank account on file as soon as possible.

Amazon initiates transfer of funds to your bank account using an Automated Clearing House (ACH) or electronic funds transfer. Amazon won't be able to settle your account if there's a problem with your bank account.

There are multiple reasons why bank account information is rejected. Most often, it is a result of information being entered incorrectly or your bank not being able to accept Automated Clearing House (ACH) or electronic fund transfers.

Note: Only the primary account owner can make changes related to payment information.

Your Seller Account is missing valid banking information and therefore your Seller Account for [store - COMMENT: i.e. Amazon.com for U.S., Amazon.in for India, etc.] is not currently Active. To activate your Seller Account for [store], please enter this information as soon as possible. For more information, please visit the below help pages: [How do I update my bank account information?](#) Visit this [help page](#) for more information [Bank account](#) and [credit card information](#) for your seller account Visit this [help page](#) for more information.

Common reasons why bank account information is rejected
[Learn more about updating your bank account.](#)
[Payment Service Provider Program.](#)

Did this resolve your issue?

Additional information

We've reviewed your information. To direct you to the correct associate, provide the following:

Provide an ASIN to resolve your issue. Find your ASIN here

Enter ASIN

Provide a brand name to resolve your issue. Find your brand name here

magic7skin

Provide additional details about your issue

I received email 4/26/2024 saying magic7skin brand has been approved and has GTIN exception but every time I've tried to create product listing, it says I must reapply for brand authorization! I have wasted HOUS on this over past 3 days. Unless Amazon helps me resolve this TODAY, I will close/dete my seller account and dispute the \$39 charge Amazon has already taken from one of my credit cards for this new seller account. Glenn Welt, Henderson, Nevada 725.222.1007 glenn@magic7skin.com

What is personal or sensitive data?

Contact an associate

All provided information will be included as part of your case.

Case created
Your support request has been sent. We answer most emails in less than 12 hours.
You can track your issue at Case ID: 15183472021

Support tools

- [Forums](#)
- [Articles](#)
- [Seller University](#)

FEEDBACK x

FEEDBACK x

FEEDBACK x