

美国和欧洲玩具产品CPSC和CPC被拒绝原因总结

产品名称	美国和欧洲玩具产品CPSC和CPC被拒绝原因总结
公司名称	深圳市信通检测技术有限公司
价格	.00/个
规格参数	
公司地址	深圳市宝安区西乡街道固戍社区朱坳第二工业区A2栋厂房401
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产品详情

最近问起CPC认证的朋友特别多，在没认识我之前，有些已经找了别的机构办理CPC证书，但是仍然无法过审。我梳理了下被亚马逊拒绝的原因

一、 In order to list these toys on Amazon, please apply by submitting the following item. Please update CPSIA Warning Attribute in detail page.

解答：产品页面编辑页面CPSIA那栏没有填写内容，需要下拉选择适合自己产品的Warning警示语！

二、 In order to review your documents related to Product Assurance of Toys, please submit them on Vendor Central using the following steps:

1. In Vendor Central, click the Items menu, and then select Vendor Certificates
2. Click on Missing Compliance Documents;
3. Search for the affected ASIN and then;
4. Click Add to upload the documents

解答：不要在CASE中回复内容和提交文件，需要在菜单目录栏找到查看销售申请，再找到被拒绝的ASIN，重新提交证书进行审核

三、 We noticed that the recommended Age Grade of the ASIN is missing on the product(s) detail page.

Please update the product(s) detail page with the recommended Age Grading (the manufacturer_minimum_age attribute) identified on the ASINs third party test report in order to move forward with the approval process.

解答：Listing后台缺少产品的适用年龄描述，在后台更新好即可

四、Please be informed that we can only accept product images. Therefore, kindly take clear photo of the product and product packaging clearly displaying:

* Manufacturer Name

* Manufacturer Address

* Warning label (as applicable)

解答：亚马逊要求的第一项商品图片中，产品的实拍图需要清楚地体现出制造商名称、制造商地址和警告标语等（本人有通用模板）

五、Please be informed that we are unable to move forward with the approval process until the following required documentation is provided:

Kindly provide the following outstanding items as per ASTM F963-17:

4.25- Battery Operated Toys

If you feel your product is exempt from the above sections/requirements, please provide a statement from your lab or regulation exempting your product for our review.

解答：电动玩具的测试标准，除了ASTM F963-16/17和CPSIA，还需要做电池部分的ASTM Section 4.25关于电池驱动和电池部分的测试，若测试报告缺乏这项测试，会导致无法过审。（产品是内置电池、外接干电池、USB供电、直插供电的都需要做这个测试项目）

六、The CPC submitted is missing required information. To move forward with the approvals process for your product, please resubmit the document with the following updated information:

- US importer or domestic manufacturer name, mailing address, contact information located in United States

解答：美国进口商信息是目前CPC证书最容易出错的原因之一，此条的解决方案目前有六种，但是涉及个人经验，需要了解的可以咨询。

七、Product description or product identifier enabling us to make an accurate determination that the certificate is issued for the correct product

解答：提示CPC证书里面缺少ASIN或产品型号和product description（产品描述）。导致此问题的原因是CPC模板有问题，无法与CPC测试报告和Listing建立上联系。用正确的CPC证书模板修改即可解决。

八、In order to move forward with the approval process, please submit the Children ' s Product Certificate (CPC) that is issued by the manufacturer, importer, or private labeler based on the guidelines stated in the Consumer Product Safety Commission website.

The CPC that has been previously provided cannot be accepted as it is issued from the testing laboratory.

解答：上面我们说过，CPC的本质是一份自我声明，是由进口商或者制作商签发的（实际操作中，多数情况都是由贸易商自主签发），只有CPC的测试报告是由检测机构盖章签发的。所以不能用检测机构盖章的CPC证书，用了大概率过不了审核，此条很容易解决。

九、 Contact information for the individual maintaining records, including name, full mailing address, email address, and telephone number

解答：在CPC证书上加上测试结果维护联系人信息就可以了，很简单。

十、 The registration card submitted for your product did not include all of the following:

Name of the manufacturer or private labeler

Date of manufacture

Manufacturer contact information(U.S. address and telephone number, toll-free if available)

Model name and number

解答：没有提供注册卡，或者是注册卡的信息填写错误导致。涉及到需要提供注册卡的商品一般是耐用的婴儿消费品，并且危险程度相对较高。比如围栏、门栏、背带、学步车、摇篮等等。填写内容比较复杂，不易解释。需要请咨询。

十一、 图片必须包含所有以下相关信息：安全信息和注册卡、合规标志（包括追踪标签）、商品危险警告

解答：此项涉及个人的经验，具体请私聊（免费咨询）。认证机构很多，但是懂亚马逊规则又能做出符合对应要求的认证，这就需要经验丰富的人员进行对接，最有价值的并非认证本身，而是足够的经验支撑顺利过审亚马逊。

总结：在联系检测机构进行CPC测试的时候，需找到经验丰富的业务员对接，一切按照亚马逊平台要求去做测试，否则认证机构做出来的CPC报告虽是真实有效的测试报告，但是亚马逊就是不认，千万不要以你运营的思维去理解。CPC在所有认证中属于比较特殊的认证，一般厂家提供的CPC证书没有用，多数需要贸易商自行处理。“不要你觉得OK，而是要让亚马逊觉得OK”（亚马逊的审核员并不专业，但是有模板对照，只要模板没问题，就可以过审）