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For information on our live sale events, including promotions, deals, cashbacks, and quick solutions, refer to our [Help page on Sale Events](#).

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Find more solutions

This page provides information on different kinds of offers and discounts available during Amazon Live Sale Events, and quick solutions to common customer issues.

Disclaimer: This Help page will provide information on the most exciting deals during sale period.

Some products might not be eligible for the offer. Please check the product detail page for offer eligibility.

New to shopping on Amazon? Check out Getting Started with Amazon for more information.

Offer Period

For Prime Members: 00:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

For All customers: 12:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

ICICI Bank Offer

Offer period:

- For Prime Members: 00:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

- For All customers: 12:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

What is the 10% ICICI Bank Offer ("Offer")?

a) Offer on payment with ICICI Bank Credit Cards, Credit Card EMI and Debit Card.

b) Minimum transaction amount excluding ineligible products, refunds and exchange discounts is INR 2500 for Grocery and INR 5000 for all the other categories.

c) Offer and Maximum Savings as below:

Credit Card:

Categories

Min Transaction

Maximum Discount per Credit Card Non -EMI

Maximum Discount per Credit Card EMI

Max. Discount Per Card Excl Bonus & EMI Offer

Mobiles

INR 5,000

INR 750

INR 1,000

INR 1,500

Grocery*

INR 2,500

INR 300

INR 300

All other categories

INR 5,000

INR 1,250

INR 1,500

EMI Offer 1** (Only on 9 Months & above EMI)

Additional Flat INR 500 Instant Discount on ICICI Bank Credit Card EMI on single transaction worth INR 20,000 & above

EMI Offer 2** (Only on 9 Months & above EMI)

Additional Flat INR 500 Instant Discount on ICICI Bank Credit Card EMI on single transaction worth INR 40,000 & above

Bonus Offer

Additional Flat INR 500 Instant Discount on ICICI Bank Credit Cards and Credit Card EMI on single transaction worth INR 24,999 & above

*Baby, Pets, Pharmacy and Daily Essentials are part of Grocery offer

** EMI offer on Select products

Debit Card:

Categories

Min Transaction

Maximum Discount per Debit Card Non -EMI

Max. Discount Per Debit Card

Mobiles

INR 5,000

INR 750

INR 1,250

Grocery*

INR 2,500

INR 300

All other categories

INR 5,000

INR 1,250

*Baby, Pets, Pharmacy and Daily Essentials are part of Grocery offer

d) The minimum Transaction for each category needs to be met for the customer to be eligible for the respective discount.

e) Customer can avail both 10% instant discount, Bonus Offer and EMI Offers(s) in single transaction as long as minimum Transaction value is met for the transactions.

f) Each EMI offers and Bonus offer is applicable only once during the offer period.

g) The Maximum discount (including Bonus Offer and EMI offer) is INR 3,000 per Credit Card (including Credit EMI) and INR 1,250 per Debit Card during the entire offer period.

h) Any cancelled order(s) will not be eligible for the offer and the refund amount of such order will be adjusted against the instant discount amount.

i) This offer is not applicable on Amazon Pay ICICI Bank Credit Card

What is the minimum transaction size for the discount for the duration of the event?

The minimum transaction amount to avail the Instant Discount is INR 2,500 for Grocery and INR 5,000 for other categories in a single transaction on Amazon.in, net of buybacks, refunds and cancellations.

For more information Click [here](#)

Bank of Baroda Offer

Offer period:

- For Prime Members: 00:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

- For All customers: 12:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

What is the 10% BOBCARD Offer ("Offer")?

a) Offer on payment with BOBCARD payment transactions

b) Minimum transaction amount excluding ineligible products, refunds and exchange discounts is INR 2500 for Grocery and INR 5000 for all other categories.

c) Offer and Maximum Savings as below:

Categories

Min Transaction

Maximum Discount per Credit Card Non -EMI

Maximum Discount per Credit Card EMI

Max. Discount Per Card Excl Bonus & EMI Offer

Mobiles

INR 5,000

INR 750

INR 1,000

INR 1,500

Grocery*

INR 2,500

INR 300

INR 300

All other categories

INR 5,000

INR 1,250

INR 1,500

EMI Offer 1** (Only on 9 Months & above EMI)

Additional Flat INR 500 Instant Discount on BOBCARD Non-EMI and EMI on single transaction worth INR 20,000 & above

EMI Offer 2** (Only on 9 Months & above EMI)

Additional Flat INR 500 Instant Discount on BOBCARD Non-EMI and EMI on single transaction worth INR 40,000 & above

Bonus Offer

Additional Flat INR 500 Instant Discount on BOBCARD Non-EMI and EMI on single transaction worth INR 24,999 & above

*Baby, Pets, Pharmacy and Daily Essentials are part of Grocery offer

** EMI offer on Select products

d) The minimum Transaction for each category needs to be met for the customer to be eligible for the respective discount.

e) Customer can avail both 10% instant discount, Bonus Offer and EMI Offers(s) in single transaction as long as minimum Transaction value is met for the transactions.

f) Each EMI offers and Bonus offer is applicable only once during the offer period.

g) The Maximum discount (including Bonus Offer and EMI offer) is INR 3,000 per Credit Card.

h) Any cancelled order(s) will not be eligible for the offer and the refund amount of such order will be adjusted against the instant discount amount.

What is the minimum transaction size for the discount for the duration of the event?

The minimum transaction amount to avail the Instant Discount is INR 2,500 for Grocery and INR 5,000 for other categories in a single transaction on Amazon.in, net of buybacks, refunds and cancellations.

For more information Click [here](#)

One card offer

Offer period:

- For Prime Members: 00:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

- For All customers: 12:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

What is the 10% OneCard Credit Card Offer ("Offer")?

a) Offer on payment with OneCard Credit Card and Credit EMI. OneCard is servicing Credit Cards issued by multiple Banks

b) Minimum transaction amount excluding ineligible products, refunds and exchange discounts is INR 2500 for Grocery and INR 5000 for all other categories.

c) Offer and Maximum Savings as below:

Categories

Min Transaction

Maximum Discount per Credit Card Non -EMI

Maximum Discount per Credit Card EMI

Max. Discount Per Card Excl Bonus & EMI Offer

Mobiles

INR 5,000

INR 750

INR 1,000

INR 1,500

Grocery*

INR 2,500

INR 300

INR 300

All other categories

INR 5,000

INR 1,250

INR 1,500

EMI Offer 1** (Only on 9 Months & above EMI)

Additional Flat INR 500 Instant Discount on OneCard Credit Card EMI on single transaction worth INR 20,000 & above

EMI Offer 2** (Only on 9 Months & above EMI)

Additional Flat INR 500 Instant Discount on OneCard Credit Card EMI on single transaction worth INR 40,000 & above

Bonus Offer

Additional Flat INR 500 Instant Discount on OneCard Credit Cards and Credit Card EMI on single transaction worth INR 24,999 & above

*Baby, Pets, Pharmacy and Daily Essentials are part of Grocery offer

** EMI offer on Select products

d) The minimum Transaction for each category needs to be met for the customer to be eligible for the respective discount.

e) Customer can avail both 10% instant discount, Bonus Offer and EMI Offers(s) in single transaction as long as minimum Transaction value is met for the transactions.

f) Each EMI offers and Bonus offer is applicable only once during the offer period.

g) The Maximum discount (including Bonus Offer and EMI offer) is INR 3,000 per Credit Card during the entire offer period.

h) Any cancelled order(s) will not be eligible for the offer and the refund amount of such order will be adjusted against the instant discount amount.

What is the minimum transaction size for the discount for the duration of the event?

The minimum transaction amount to avail the Instant Discount is INR 2,500 for Grocery and INR 5,000 for other categories in a single transaction on Amazon.in, net of buybacks, refunds and cancellations.

For more information Click [here](#)

Amazon Pay ICICI Bank Credit Card Offer

Offer period:

– For Prime Members: 00:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

– For All customers: 12:00 hrs 2nd May 2024 to 23:59 hrs, 7th May 2024

What is the Amazon Pay ICICI Bank Credit Card Offer of 5% instant discount + 5% Reward Points ("Offer")?

a. Offer on payment with Amazon Pay ICICI Bank Credit Card ("Card").

b. To get instant discount Minimum transaction amount excluding ineligible products, refunds and exchange discounts is INR 2500 for Grocery and INR 5000 for all the other categories. No minimum order value for Reward Points.

c. Offer and maximum savings as below:

Categories

Max Discount on Amazon Pay ICICI Bank Credit Card

Max. Discount Per Card (Excl Bonus and EMI Offer)

Mobiles

INR 395

INR 658

Grocery*

INR 158

All other categories

INR 658

EMI Offer 1** (Only on 9 Months & above EMI)

Additional Flat INR 250 Instant Discount on Amazon Pay ICICI Bank Credit Card EMI on single transaction worth INR 20,000 & above

EMI Offer 2** (Only on 9 Months & above EMI)

Additional Flat INR 250 Instant Discount on Amazon Pay ICICI Bank Credit Card EMI on single transaction worth INR 40,000 & above

Bonus Offer

Additional Flat INR 250 Instant Discount on Amazon Pay ICICI Bank Credit card on single transaction worth INR 24,999 & above

*Baby, Pets, Pharmacy and Daily Essentials are part of Grocery offer

** EMI offer on Select products

o For Prime Customer, 5.26% instant discount, maximum instant discount per Card is INR 658, along with

the 5% Reward Points on non-EMI purchases. Therefore, the total savings become equal to 10% of the non-EMI order value.

o For non-Prime members, 5.26% instant discount, maximum instant discount per Card is INR 658. This is in addition to the always-on 3% Reward Points on non-EMI purchases.

o On EMI purchases, only instant discount is applicable. No Reward Points applicable on purchases made on EMI

o Reward Points to be calculated basis the Prime membership status of the card holder at the time of placing the order.

o Reward Points are NOT applicable on Infant Nutrition and Gold coins.

d. The minimum Transaction for each of the specified category needs to be met for the customer to be eligible for the respective discount.

e. Each Bonus and EMI offer is applicable only once during Offer period on Amazon Pay ICICI Bank Credit Card.

f. Any cancelled order(s) will not be eligible for the offer and the refund amount of such order will be adjusted against the discount amount.

How can I avail this offer?

Shop as usual with your Amazon Pay ICICI Bank credit card. As long as INR 2500 for Grocery and INR 5000 for all the other categories is charged to your credit card, while making an eligible purchase on Amazon.in/Amazon App, you will get an Instant Discount on the purchase

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Your Orders

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Delivery by third party carriers

For details regarding shipment & delivery or tracking your package or charges for delivery, please visit [Shipping & Delivery Help](#) page.

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To track your package:

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Go to the order you want to track.

Select [Track Package](#) next to your order.

Select [See all updates](#) to view delivery updates. The status of the order will have details of the courier partner.

Note:

If an order includes multiple items, each may have separate delivery dates and tracking information.

Items sent by sellers from the Amazon Marketplace can also be tracked, but only if the seller has shared this information with Amazon and you have chosen a traceable shipping method.

If your package was marked as delivered and you have not received the package, contact us within 7 days of the order being marked as delivered.

If your package shows as delivered, but you haven't received it, refer [Find a Missing package](#) that shows as [Delivered](#) [Help](#) page for more information.

If you haven't received your order but tracking shows as "Undelivered", visit [Undeliverable Packages Help](#) page to know reasons why a package is undeliverable and the refund timelines for undelivered packages.

If the estimated delivery date for your parcel has passed and your tracking information hasn't changed, allow 1 additional day for parcels shipped by Amazon and 5 additional days for parcels shipped by third-party couriers to be delivered. Usually parcels arrive on or shortly after the estimated delivery date.

Useful links

[Shipment is Late](#)

[Find a Missing Package That Shows as Delivered](#)

[Undeliverable Packages](#)

[Cancel items and orders](#)

[Return and Replacement - FAQ](#)

[Damaged, Defective or Wrong Product - FAQ](#)

[Check the Status of Your Refund](#)

[Was this information helpful?](#)

Yes

No

[◀ All Help Topics](#)

[Where's My Stuff?](#)

[Track Your Package](#)

[Find a Missing Package that Shows as Delivered](#)

[Our Courier Partners](#)

[Missing Tracking Information](#)

[Undeliverable Packages](#)

[Shipment is Late](#)

[Quick solutions](#)

[Your Orders](#)

[Your Orders](#)

[Track or cancel orders](#)

[Returns and Refunds](#)

[Returns and Refunds](#)

[Return or exchange items](#)

[Manage Prime](#)

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[Payment Settings](#)

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[Add a new debit or credit card](#)

[Amazon Gift Cards](#)

[Amazon Gift Cards](#)

[Check your gift card balance](#)

[Account Settings](#)

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[About Us](#)

[Careers](#)

[Press Releases](#)

[Amazon Science](#)

[Connect with Us](#)

[Facebook](#)

[Twitter](#)

[Instagram](#)

[Make Money with Us](#)

[Sell on Amazon](#)

[Sell under Amazon Accelerator](#)

[Protect and Build Your Brand](#)

[Amazon Global Selling](#)

Become an Affiliate
Fulfillment by Amazon
Advertise Your Products
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Computing Services Audible
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Audio Books IMDb
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& Celebrities

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Designer
Fashion Brands Amazon Business
Everything For
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Over 15 million podcast episodes
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Shipping and Delivery › Where's My Stuff? ›
Shipment is Late

Know more about delayed shipments, how to track them and steps to avoid delay. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi) and (Bengali).

Most orders are delivered on time. However, occasionally orders may be delivered after the estimated delivery date. Here are some of the possible reasons for late delivery:

Incorrect address
Missing apartment, building, floor, or house number
Severe weather conditions
Product out of stock
Product damaged during transit
Local or regional contingencies
If your order is delayed, you can follow the below steps:

Track your package and confirm the estimated delivery date in Your Orders. We update the status if there

is a change in the estimated delivery date.

Check shipping address of your package in Your Orders.

To avoid delivery problems, keep your address up-to-date and add delivery instructions to Your Addresses.

Check if the payment was successfully processed in Your Orders.

If the estimated delivery date for your package has passed and your tracking information hasn't changed, allow 1 additional day for packages shipped by Amazon and 5 additional days for packages shipped by third-party couriers to be delivered. Usually packages arrive on or shortly after the estimated delivery date.

If delivery was attempted once and failed to delivery, the delivery will be attempted again on the following day.

Note:

If tracking shows delivered and you haven't received your order, go to Find a Missing Package That Shows As Delivered Help page for details.

If your package shows as undeliverable, we will take care of the return and refund where applicable.

When our delivery associates or courier partners are unable to deliver the item to the right recipient, packages are returned to us as undeliverable. Visit Undeliverable Packages help page for details.

We can't expedite or reschedule to a day before the estimated delivery date. If your order ships directly from a third-party seller, contact a Third-Party Seller for instructions.

A-to-Z Guarantee for orders fulfilled by Third-party (Marketplace) Seller :

The A-to-z Guarantee protects when you purchase items sold and fulfilled by a third-party (Marketplace) seller. It covers both the timely delivery and condition of items you ordered. To know more about A-to-z Guarantee, click here.

Shipping and Delivery › Where's My Stuff? ›

Undeliverable Packages

If your package shows as undeliverable, we will take care of the return and refund where applicable.

when our delivery associates or courier partners are unable to deliver the item to the right recipient. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

To track a package or check the status of your refund, go to

Your Orders

An order may be undeliverable if:

Nobody is available to accept the delivery after multiple attempts.

The address was incorrect or the pincode and the area mentioned do not match.

Recipient refused delivery.

In rare cases, the address label has become unreadable during shipping.

The courier partner may have left the item at a different location.

The package was damaged in transit.

Local and regional contingencies prevented the delivery of the item.

Severe weather conditions affected the delivery.

It was an DND (Do not disturb) delivery and there was no safe location to deliver the package.

We cannot re-ship orders that have been returned to us. Typically, all undeliverable packages are returned to our fulfillment center within 13 days. Once we receive the package, the refund will be processed to the original payment method. The Refund timeline will depend upon the refund mode chosen by you (Amazon Pay Balance, original payment method or to your bank account). To know the

refund timelines, refer to the About Refunds Help page. You may also check Amazon.in Refund policy for more details.

Note:

Our courier partners cannot retrieve and deliver an undeliverable package, even if it is at a local courier station. You may place a new order to buy the item.

If a third-party seller has fulfilled the order, please contact the seller for undelivered packages.

Our A-to-z Guarantee protects you against third-party seller purchases. It covers both timely delivery and condition of the items.

Other Useful Links:

[Find a missing package that shows as delivered](#)

[Shipment is Late](#)

[Missing Tracking Information](#)

[Cancel items and Orders](#)

[Do Not Disturb Delivery](#)

[Shipping and Delivery](#) › [Where's My Stuff?](#) ›

[Find a Missing Package that Shows as Delivered](#)

Sometimes you may see your package marked as "delivered" before you receive it. It might be due to the delivery status being updated in advance while your order is on the way. To view the below information in your preferred regional language, click the link: [English](#), [\(Hindi\)](#), [\(Tamil\)](#), [\(Telugu\)](#), [\(Kannada\)](#), [\(Malayalam\)](#), [\(Marathi\)](#) and [\(Bengali\)](#).

To view the status of your order or to find out your courier partner information, go to Your Orders and click the relevant order. .

Your Orders

If your order consisted of a single item and is not delivered:

Verify the shipping address in Your Orders by selecting the relevant order. Click Track package and click See all updates for tracking progress details.

Check the Message Center to see if the package was accepted by someone else.

Wait up to 24 hours. Sometimes, the delivery agents accidentally scan the package as 'delivered', while it's still in transit.

If your order was sold and shipped by a third-party seller, contact the seller directly. See [Contact a Third-Party Seller](#) for steps to contact a seller.

You may contact the Courier Partner to talk to the delivery agent or for more information about the location of your package. Go to Your Orders and click on the relevant order and click Track package to find out details of your courier partner.

Keep your tracking number or delivery confirmation number ready. To find the tracking ID, click on the relevant order in Your Orders and scroll down to locate the Tracking ID.

Note:

Delivery windows vary by courier and location.

If your package was marked as delivered and you have not received the package, contact us within 7 days of the order being marked as delivered.

If your order consisted of multiple items and only few were delivered to you, it's possible that the other items in your order were dispatched in another shipment.

[Returns , Replacements and Refunds](#) › [Returns](#) ›

[Returns and Replacements - FAQ](#)

Frequently asked questions about returns and replacements. To view the below information in your preferred regional language, select the link: [English](#), [\(Hindi\)](#), [\(Tamil\)](#), [\(Telugu\)](#), [\(Kannada\)](#),

(Marathi), (Bengali).

Topic in this Help page:

Returns FAQ:

What can I return?

How to return items?

What are the return guidelines?

Where can I view status of return?

Return a Gift FAQ:

How can I return a Gift?

How can I return a Gift Card?

Replacement FAQ:

Can my order be replaced?

I want the replacement to a different address

What can I return?

You may request returns for most items listed on Amazon.in that are explicitly identified as "returnable" on the product detail page and/or our policy and within the 'return window' period. To know about the "non-returnable" categories and the specific return windows for categories eligible for return, please refer to the Amazon.in Returns policy.

Products that are physically damaged, defective, has missing parts, or are different from their description in the product details page are eligible for return. Refer to the Damaged, Defective or Wrong Product - FAQ page for more information.

How to return items?

Need to return something? - English

Need to return something? - English

Need to return something? - Hindi

Need to return something? - Hindi

To view the video in , or , select the play button

What are the return guidelines?

Your address and the item that you wish to return must be eligible for return.

If the return is not eligible for Pickup, a Self-Return option will be provided. For more details, please check our Return Pick up and Self Ship Guidelines.

Once the return is processed, you will, in accordance with Amazon.in Refund Policy, be issued a refund to your original payment method.

Where can I view status of return?

Locate the item from Your Orders

Select Return/Refund status

How can I return a Gift?

To initiate return, please visit the Gift Returns and enter the order number.

For detailed guidance on return process, refer to Return a Gift page.

For items eligible for refund as per return policy, you can also return the gift item in exchange for an Amazon Pay Gift Card, if the gift giver has sent a Gift Receipt to you. For guidance on returning a gift item using a gift receipt, please check Gift Receipts.

Certain items (Smartphones, TV, Refrigerators, Washing machine, Laptops and so on.) are eligible only

for replacement as per our return policy and will be replaced after the issue is verified.

How can I return a Gift Card?

Gift cards once purchased cannot be cancelled or returned due to regulatory restrictions.

Please refer to Amazon Pay Gift Card page to know more about adding gift card balance to your account, redeeming a Gift card and restrictions.

Can my order be replaced?

Only Fulfilled by Amazon, Prime eligible and few Seller Fulfilled items can be replaced.

If the item delivered is physically damaged/ defective or is different from their description on the product detail page, or has missing parts or accessories, it will be eligible for a free replacement as long as the exact item is available with the same seller.

I want the replacement to a different address.

Replacement cannot be delivered to a different address. We recommend to return the item for a refund and place a new order with the new address.

Was this information helpful?

Ordering › Placing Orders ›

Damaged, Defective or Wrong Product - FAQ

Frequently Asked Questions about damaged, defective or wrong products. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada) (Malayalam), (Marathi) and (Bengali).

All our products go through intense quality check before they are shipped. However, in rare instances a product may get damaged during transit. If you have received a damaged, defective, or wrong product, you can return the eligible products from Your Orders.

1. What qualifies as damaged/ defective/ wrong products?

Product is not in working condition or has visible cut, crush, tear, broken parts, dents or scratches.

Product seal is broken and/or there is a leakage.

Product arrived with parts or accessories missing.

Product arrived in a different size or color than what was ordered.

Item does not match product description.

Entire product missing, but box is not tampered.

Shipping box is damaged or tampered.

Products is expired.

2. What to do if you receive a damaged, defective or wrong product?

If you are not happy with the product quality, you can return or replace the product. Please Note:

You can return any item that is eligible for return and its return window has not expired. Visit Returns Policy to Learn more.

Replacement or exchange of products is based on availability of products.

There are different processes of return and replacement for products fulfilled by Amazon and products fulfilled by third-party (Marketplace) sellers.

Check the product detail page to know about the seller of the product. Visit Return/Replacement FAQs to learn more

3. How to return a damaged, wrong product?

Go to Online Returns Center and follow the on-screen instructions. Visit How to schedule a Return to learn more

Item will be picked up as per scheduled pickup date and time, which will be communicated via email and visible in Your Orders.

If your address is covered by our courier partners, we'll schedule a pick up for the package. If your address is not covered by our courier partners, you will need to return the item using any courier. Visit [Return Pick-up and Self-Ship Guidelines](#) to learn more.

4. How to return a third-party seller product?

Go to Your Orders.

Choose an item that you want to return or replace.

Select Contact seller. You will be directed to the Seller Messaging Assistant.

Select the appropriate option and start the conversation.

If a seller fails to address your query in three business days, the Amazon A-to-z Guarantee is available to you.

Note:

The following items and situations aren't covered under the Amazon A-to-z Guarantee:

Digital merchandise

Credit card payments where the issuing bank has initiated a chargeback

5. How will the refunded money be credited?

Refund timeline will depend upon the mode of refund chosen by you. You can choose to receive the refund in your Amazon Pay Balance, original payment method or to your bank account.

If you had chosen "Pay on delivery" while placing an order, you can choose refund to Amazon Pay Balance or Original payment method.

For Amazon pay balance, refund will be credited to your Amazon Pay-Balance Account.

For bank account refunds, please ensure that you add your bank account details where you wish to receive the refund. The refund should be processed via NEFT/IMPS and credited to your bank account by 5 business days from the date of refund initiation.

To add your bank account through website,

Go to Your Orders

Click on the order you want to return

Select Return or Replacement items option

Select 'Refund to your bank account'

Select 'Choose a bank account'

Select 'Add a new bank account', and enter your bank account details

Available refund method Refund Time-frame

FBA orders (After the return is received by Amazon) Seller-Fulfilled orders (After seller notifies Amazon of receipt of return)

Prepaid Orders

Amazon Pay Balance* 4 hours

Credit Card/ Debit Card 5 Business Days 5 Business Days

Net Banking Account (Credited to Bank Account)

UPI Linked Bank Account 5 business days

Pay on Delivery Orders

NEFT to Bank Account 5 Business Days 5 Business Days

Amazon Pay Balance* 4 hours

Paper Cheque Upto 10 business days

6. What is the time window for initiating a replacement?

The time window for initiating a replacement is same as return window for that product category. For example, if the product has a return window of 30 days, a replacement will also have to be initiated within the same period of 30 days. Visit [Replacement Policy](#) to learn more.

7. How to replace a damaged product?

Go to Your Orders.

Select the product you want to replace.

Click on Return/ Replace items.

Choose a reason to replace.

Continue and proceed as per on-screen instructions.

Replacement will not be possible if the item you selected is out of stock. In such cases you can return the product and a refund will generated.

8. What to do if renewed products are damaged?

If you have received a damaged renewed product, you can initiate a return or replacement through the Orders page. You will be required to upload all sided images of the product received. Make sure the images are clicked with the product placed at least 8 inches from the camera. Along with the images, ensure to provide the invoice details. To know more about renewed products, [click here](#).

Note:

Some products not eligible for return. Check the Returns policy for more details.

Returning items with personal data: If you're returning a mobile phone, camera, or any other storage device, remember to remove any passwords and any personal data contained in it before returning it.

Don't send personal accessories not originally included with the item when purchased, for example, cases or external memory cards purchased separately. [Find more solutions](#)

Amazon Bazaar

Check the links below to get quick help on Bazaar orders. To view the below information in your preferred regional language, click the link: English, [\(Hindi\)](#), [\(Tamil\)](#), [\(Telugu\)](#), [\(Kannada\)](#), [\(Malayalam\)](#), [\(Marathi\)](#), [\(Bengali\)](#).

About Bazaar

[About Amazon Bazaar](#)

[Payment and Charges](#)

[Supported Payment Methods](#)

[Shipping Speeds and Charges](#)

[Returns and Cancellation](#)

[How to schedule a return](#)

[Damaged, defective or wrong product FAQs](#)

[How to cancel an order](#)

[How to check the status of refund](#)

[Policy](#)

[Amazon Bazaar: Returns Policy](#)

[Amazon Bazaar: Refund Policy](#)

[Product Troubleshooting - FAQs](#)

Have trouble with your electronic products? Refer below for solutions.

[Product Troubleshooting - FAQs](#)

[Troubleshooting Issues with LED Televisions](#)

[Home Entertainment - Smart TV](#)

[Major Appliances - Front Load Washing](#)

[PC - Smart Watches](#)

[FAQs on Bluetooth Headsets](#)

[Major Appliances - Refridgerator](#)

[Major Appliances - Split AC](#)

[Personal Computer - Windows](#)

[Wireless - Smartphones](#)

[Wireless - Tablets](#)

[Managing Your Account ›](#)

[Get started with Amazon](#)

Welcome to Amazon! Here is a guide to start your shopping journey with Amazon. To view the below information in your preferred regional language, click the link: English, [\(Hindi\)](#), [\(Tamil\)](#), [\(Telugu\)](#),

(Kannada), (Malayalam), (Marathi), (Bengali).

Use the links below to access your profile.

To view self-service videos from Amazon, go to Self-Service Video library.

To manage your address, go to Your Addresses

To view your orders, go to Your Orders

To edit or update your name, email address, contact number, password and to enable additional security via Two-Step Verification (2SV), go to Login & Security

To manage payment methods, settings and subscriptions with Amazon, go to Your Payment Options

To manage your Amazon Pay balance, go to Amazon Pay

To manage your Amazon Prime account, go to Amazon Prime

Manage your Account

Learn how to manage your account here.

Ordering

Learn about Ordering here.

Gifts and Lists

Learn about gift cards in Amazon here.

Shipping and Delivery

Learn about Shipping and delivery here.

Returns and Refunds

Learn about Returns and Refunds here.

Payments, Pricing and Promotions

Learn about Payments, Pricing and Promotions here.

Amazon Prime

Learn about Amazon Prime here.

Amazon Pay

Learn about Amazon Pay her

Shipping and Delivery › Where's My Stuff? ›

Track Your Package

You can find tracking information in your order details. If an order includes multiple items, each may have separate delivery dates and tracking information. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (M

Want to track a package? Find tracking information and order details from

Your Orders

The products ordered by you on Amazon.in are delivered in following ways:

Amazon fulfilled delivery

Seller fulfilled delivery

Delivery by third party carriers

For details regarding shipment & delivery or tracking your package or charges for delivery, please visit [Shipping & Delivery Help](#) page.

Tracking your Order:

Track your package - English

Track your package - English

Track Your Package - Hindi

Track Your Package - Hindi

To view the video in Tamil or Telugu , select the play button.

To track your package:

Go to Your Orders.

Go to the order you want to track.

Select Track Package next to your order.

Select See all updates to view delivery updates. The status of the order will have details of the courier partner.

Note:

If an order includes multiple items, each may have separate delivery dates and tracking information.

Items sent by sellers from the Amazon Marketplace can also be tracked, but only if the seller has shared this information with Amazon and you have chosen a traceable shipping method.

If your package was marked as delivered and you have not received the package, contact us within 7 days of the order being marked as delivered.

If your package shows as delivered, but you haven't received it, refer [Find a Missing package](#) that shows as Delivered [Help](#) page for more information.

If you haven't received your order but tracking shows as "Undelivered", visit [Undeliverable Packages Help](#) page to know reasons why a package is undeliverable and the refund timelines for undelivered packages.

If the estimated delivery date for your parcel has passed and your tracking information hasn't changed, allow 1 additional day for parcels shipped by Amazon and 5 additional days for parcels shipped by third-party couriers to be delivered. Usually parcels arrive on or shortly after the estimated delivery date.

Shipping and Delivery ›

Shipping Speeds and Charges

We display shipping speeds and charges based on the items in your cart and the delivery address. To view the below information in your preferred regional language, select the link: [English](#), [\(Hindi\)](#), [\(Tamil\)](#), [\(Telugu\)](#), [\(Kannada\)](#), [\(Malayalam\)](#), [\(Marathi\)](#) and [\(Bengali\)](#).

Enjoy FREE 1-day delivery on 40Lakh+ items and more with Prime!

Sign up for Prime Today

Check delivery date - English

Check delivery date - English

Check your delivery date - Hindi

Check your delivery date - Hindi

Fulfilled by Amazon and Prime Eligible Items

Amazon.in offers Guaranteed Morning, Same-Day, One/Two-Day Delivery for certain products.

Guaranteed Delivery is available in select cities for Prime eligible items. To learn more, check [Terms and Conditions of Guaranteed delivery and Guaranteed Shipping Speeds and Costs](#).

Shipment cannot be expedited.

Shipping address cannot be modified after placing orders
The list below provides multiple delivery options to fulfill customer needs
These charges apply only on Prime eligible and Fulfilled by Amazon items.

Shipping Speed

Charge Per Item: Prime, Prime Lite, and Prime Shopping Edition Members***

Charge Per Item***: Non-Prime Customers****

Same-Day Delivery

Free 119
One-Day Delivery

Free 99
Two-Day Delivery

Free 79
Standard Delivery**

Free 40

**Standard Delivery charges are free for non-Prime members for orders 499 or more.

**We deliver orders placed with Standard Delivery in two or more days after they are shipped. You can check the estimated delivery date before ordering.

***The applicable delivery charge is levied even for multiple quantities of the same product. The shipping fee per item structure is limited to standard and fast track speeds for Prime and non-Prime customers mentioned in the table above.

**** Limited Time Special Offer : Reduced Shipping Fees for Non-Prime Customers

Seller Fulfilled Items that Aren't Prime Eligible

The seller ships these items directly and determines the shipping speeds and costs. You can check these details before ordering.

Delivery charges (if any) apply to both Prime and non-Prime members. To know more, Contact a Marketplace Seller.

Disclaimer

There is no Prime offering for international customers. They are charged shipping fees during product purchases from Amazon India. The shipping charges are calculated by weight of the product and is mentioned on the product details page.

Shipping and Delivery › Where's My Stuff? ›

Our Courier Partners

We work with the following courier partners to deliver items. For more details on your Amazon order tracking and if you have an issue with your delivery, you can contact the courier partners directly. To view this page in your preferred regional language, select: English, Hindi, Tamil, Telugu, Kannada, Malayalam, Marathi, Bengali.

Want to track a package? Find tracking information and order details from

Your Orders

To find your courier partner details:

Go to Your Orders.
Select the order.

The status of the order will have details of the courier partner.

If your order is delivered by a third-party courier partner, refer to the table below to contact the courier directly.

Name of the Courier Email Address Phone Number Website

Shipped by Amazon -

Contact Amazon

Note: Amazon Transportation Services will share the delivery agent's contact information on the day of delivery

www.amazon.in

Blue Dart csbom@bluedart.com 1860 233 1234 www.bluedart.com

Fedex - www.fedex.com

Gati customerservice@gati.com

1860-123-4284

<https://www.gati.com/contact-us/customer-care/>

www.gati.com

Indian Postal Service -

1800 266 6868

<https://www.indiapost.gov.in/VAS/Pages/Content/ContactUs.aspx>

<https://www.indiapost.gov.in>

Aramex - 011-3300 3300 <https://www.aramex.com/in/en>

Ecom Express - Call +91-8376 888888 www.ecomexpress.in

Delhivery customer.support@delhivery.com

contact@delhivery.com

www.delhivery.com

For more information on your shipment, visit the below topics:

Track Your Package

Shipment is Late

Shipping and Delivery

Find information on delivery issues, delivery speeds and charges, rescheduling deliveries, special delivery options and more. To view the below information in your preferred regional language, click the link:

English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

Self-Service Videos

Click here for Shipping and Delivery Self-Service videos

Want to track a package? Find tracking information and order details from Your Orders.

Your Orders

Quick Solutions

FAQ about Returns and Refunds

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› More

General Shipping Options
Shipping Speeds and Charges
Rescheduling a Delivery
Guaranteed Delivery Options
Pickup Stores
Collection Points
Set Your Delivery Instructions
More
Shipping with Amazon Prime
Sign up for Amazon Prime
Amazon Prime Shipping Benefits
Buy More Save More
› More about Amazon Prime
Feedback and Support
Report an Emergency Incident
Enter Your Packaging Feedback
Share Your Feedback

Shipping and Delivery › General Shipping Information ›

Secure Delivery with a One-Time Password

You'll receive a secured delivery of your package. You need to verify it using the one-time password (OTP) we sent you. To view the below information in your preferred regional language, go to Hindi, Tamil, Telugu, Kannada, Malayalam, Marathi, Bengali.

An OTP adds an extra layer of security to your packages.

It is a six-digit number sent to your registered email address and mobile after the item is shipped.

You can also find the OTP by selecting Track Package in Your Orders. If you are unable to locate the OTP at the time of delivery, request the delivery associate to resend it to your registered mobile number.

Your OTP is valid until the end of the delivery day.

If your order is being delivered with a one-time password, you'll be asked to read this OTP to the delivery driver so they can enter it on their handheld device. Once the correct OTP is entered, the driver will deliver your package.

Read the OTP you've received to the driver in person and not over phone or intercom to receive the package.

Secured delivery status

Note:

If you're unable to receive the package, share the OTP with someone you choose and they can receive the package for you in person. We don't recommend sharing the OTP with an unknown person.

If no one can receive the package, we will re-attempt the delivery on the next working day (subject to applicable policies).

Please don't share the OTP with the driver over the phone.

Drivers cannot leave packages unattended at the delivery address that requires an OTP.

To place an order for a different recipient, you can provide the recipient's mobile number while placing the order. This will ensure the recipient receives the OTP at the time of delivery. Else, the OTP will be sent to the registered mobile number.

Was this information helpful?

Yes

No

Shipping and Delivery › Where's My Stuff? ›

Missing Tracking Information

A useable tracking number may not be available on your order or return.

Want to track a package? Find tracking information and order details from

Your Orders

Track your package - English

Track your package - English

Track Your Package - Hindi

Track Your Package - Hindi

To find your courier partner details:

Go to Your Orders.

Select the order.

The status of the order will have details of the courier partner.

If your order is delivered by a third-party courier partner, refer to the table below to contact the courier directly.

Here are some reasons why tracking information may not be available:

The first package scan may be on arrival at a regional hub near the destination. This is common when the shipping volume is high and packages are processed in bulk. Until this first scan, the carrier may not acknowledge receipt of the package.

The first package scan may not be until delivery.

There may be a delay in updates to the tracking database.

Sometimes, in the first phase of the shipment, an intermediate courier is used, and traceability information isn't available on the site.

Some parcels, such as standard international deliveries, aren't trackable.

Marketplace sellers don't always provide Amazon with tracking information for their orders.

If the estimated delivery date for your parcel has passed and your tracking information hasn't changed, allow an additional day or two for the parcel to be delivered. Usually parcels arrive on or shortly after the estimated delivery date.

Shipping and Delivery › Amazon Prime › Amazon Prime Benefits ›

Amazon Prime Shipping Benefits

Your Amazon Prime membership includes a variety of shipping benefits, including several shipping options if you need to expedite your delivery. Your Amazon Prime and Prime Lite membership includes a variety of shipping benefits, including several shipping options if you need to expedite your delivery. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

Enjoy Prime Benefits

Sign up for Prime Today

The following delivery benefits are available to Prime members when buying Prime eligible items:

Shipping speeds

Charges per item for Amazon Prime, Prime Lite and Prime Shopping Edition members

Charges per item for non-Prime members

Same-Day Delivery*

Free

175

One-Day Delivery

Free

150

Two-Day Delivery

Free

120

No-Rush Delivery

Free

N/A

Standard Delivery**

Free

40

*Guaranteed One-Day, Two-Day, Same-Day, No-Rush, Morning, and Scheduled Delivery are only offered in select cities and available only on eligible items. Prime customers who do not receive One-Day and Two-Day Delivery options receive Free Standard Delivery on Prime Eligible items.

Eligible Items and Addresses

Eligible items are marked with the Prime logo next to products. Filter the search results to only show Prime eligible items by selecting the Prime filter.

Delivery speed

Eligible items and addresses

Free One-Day/Two-Day/No-Rush Delivery

Items sold on Amazon.in that are marked with the Prime eligibility logo.

Discounted Same-Day/Morning Delivery

Items sold on Amazon.in that are marked with the Prime eligibility logo.

FREE Standard Delivery/Scheduled

Items sold on Amazon.in that are marked with the Prime eligibility logo.

Discounted Express Delivery for Prime Now

Any item sold on the Prime Now app is eligible for Express Delivery at a discounted price.

Note: The following items are ineligible:

Items fulfilled by sellers not marked as Prime eligible.

Items shipped to international destinations.

Learn more about Prime eligible items.

Check eligibility for guaranteed delivery

To check eligibility for guaranteed delivery at the delivery address or pickup store:

Select a delivery address if you're signed in, or enter your pin code in the Delivery to widget on the product details page (above the Add to Cart Button).

For eligible items, select the shipping speed option at checkout and continue.

Note:

If only some items in your purchase are eligible for Amazon Prime, you're charged applicable shipping fees for the ineligible items.

For more information, see [Guaranteed Shipping Speeds and Delivery Charges](#).

Was this information helpful?

[Shipping and Delivery](#) › [Amazon Prime](#) › [Amazon Prime Benefits](#) ›

Prime Eligible Items

Amazon Prime, Prime lite and Prime Shopping Edition members receive delivery benefits, and early and special access to Lightning Deals on Prime eligible items.

Note: Enjoy Prime Benefits. Sign up for Prime today.

Logged in Prime members see the Prime logo Amazon Prime logo on product detail pages of all eligible items.

The logo indicates the following:

The item is eligible for FREE Standard Delivery.

The item may be eligible for FREE One-Day, Two-Day, and Scheduled Delivery to eligible pin codes.

The item may be eligible for discounted Same-Day and Morning Delivery to eligible pincodes. See [Amazon Prime Shipping Benefits](#).

The item is eligible for Prime early and exclusive access deals. See [Prime Early and Exclusive Access Deals](#).

The item is eligible for Express Delivery for Amazon Fresh orders. The item may qualify for a free replacement. See [Amazon.in Replacement Policy](#).

Amazon ships the item.

You can track the delivery of the item.

You can return the item through our [Returns Center](#).

You can contact Amazon Customer Service about issues with the item.

You can order the item using Pay on Delivery as a payment option. See [About Pay on Delivery](#).

When you search for an item on Amazon, you can filter the search results to show only Prime eligible items as follows:

On desktop: Select the checkbox next to the Prime logo.

On a mobile browser or in the Amazon Shopping app: Tap the switch next to the Prime logo. It turns orange to show that the filter is on.

Refer to Shipping Speeds and Delivery charges page for plan wise details
Kindly note , Same day and 1-day delivery is not eligible for Prime lite customers
Note for International customers:

International customers will not be eligible for Prime benefits.

Shipping and Delivery › Amazon Prime ›

The Amazon Prime Membership Fee

When your free trial or membership period ends, we'll auto-renew your membership by charging your card provided at the time of sign-up. To view the below information in your preferred regional language, select the link: Hindi, Tamil, Telugu, Kannada, Malayalam, Marathi, Bengali.

To manage your Prime account, go to

Prime Central

What is the price of Prime membership?

The price of Prime membership is as shown below. You can also check these prices of Prime visiting www.amazon.in/prime.

Plan New Price

Monthly Prime (1 month) 299

Quarterly Prime (3 months) 599

Annual Prime (12 months) 1499

Annual Prime Lite (12 months) 799

Prime Shopping Edition (12 months) 399

You can purchase Prime annual membership using any electronic payment method, including credit card, debit card, net banking, and Amazon Pay Balance, except Bajaj Finserv No Cost EMI. You can't use a credit or debit card issued outside India to pay for the membership fee for Prime. You can't pay for membership fee for Prime using a virtual card or virtual bank account.

You can purchase Prime Lite and Prime Shopping Edition annual membership using any electronic payment method, including credit card, debit card, net banking, and Amazon Pay Balance, except Bajaj Finserv No Cost EMI. You can't use a credit or debit card issued outside India to pay for the membership fee for Prime. You can't pay for membership fee for Prime using a virtual card or virtual bank account.

Amazon offers an option to pay for Prime annual plan at 1499 per year for eligible customers using POD (Pay on Delivery). This includes payment by Cash, card, UPI or net banking at doorstep. Customers will be able to select POD as a payment option after selecting the 1-year Prime plan and place an order to their delivery address.

Shipping and Delivery › Amazon Prime ›

Sign Up for Amazon Prime

Steps to sign up for Amazon Prime membership.

Enjoy Prime benefits,

Sign Up for Prime Today

Click on the graphic to go to Amazon Prime

https://www.amazon.in/amazonprime/ref=hp_in_cg_mm_ap

To enjoy Prime benefits, you can currently purchase Prime membership at an offer price by paying 1499

per year, 299 per month, 599 for 3 months (basis eligibility) , or purchase Prime Lite plan by paying 799 per year (basis eligibility).

For a complete list of benefits and more information on Amazon Prime, go to Amazon Prime.

To sign up for Amazon Prime membership anytime in the future:

Go to Amazon Prime.

Select or tap the sign-up button.

Follow on-screen instructions to complete the payment and sign up for Prime.

Amazon may offer Prime-related promotional offers from time to time, including offering free trial Prime membership or providing offers on paid Prime membership, based on when you sign up for the program. To learn about Amazon.in Prime benefits or check availability/eligibility for Prime-related free trial or other promotional offers, visit our signup page: <https://www.amazon.in/prime>.

Note:

You can also sign up for Amazon Prime membership on PrimeVideo.com or the Prime Video android app.

You can purchase Prime one-year membership using any electronic payment method, including credit card, debit card, net banking, UPI and Amazon Pay Balance, except Bajaj Finserv No Cost EMI. You can't use a credit or debit card issued outside India to pay for the membership fee for Prime. You can't pay for membership fee for Prime using a virtual card or virtual bank account.

You can purchase Prime Lite annual membership using any electronic payment method, including credit card, debit card, net banking, UPI and Amazon Pay Balance, except Bajaj Finserv No Cost EMI on www.primevideo.com. You can't use a credit or debit card issued outside India to pay for the membership fee for Prime. You can't pay for membership fee for Prime using a virtual card or virtual bank account.

To check your membership details, go to Manage Prime Membership.

Amazon iOS app users are advised to sign up for the monthly / 3-month/ annual Prime membership /free trial by signing in through the Amazon.in desktop or mobile browser website, because this functionality is currently unavailable through the iOS app. If you can't sign up for the Prime membership, revise your payment using other payment methods within 24 hours to ensure that your Prime membership isn't canceled.

Amazon iOS app users are advised to sign up for the Prime Lite by signing in through the www.primevideo.com desktop or mobile browser website, because this functionality is currently unavailable through the iOS app. If you can't sign up for the Prime membership, revise your payment using other payment methods within 24 hours to ensure that your Prime membership isn't canceled.

For more details, refer to Amazon Prime Terms and Conditions.

Amazon.in Prime POD payment option

Amazon offers an option to pay for Prime annual plan at 1499 per year for eligible customers using POD (Pay on Delivery). This includes payment by Cash, card, UPI or net banking at doorstep. Customers will be able to select POD as a payment option after selecting the 1-year Prime plan and place an order to their delivery address. An order will be placed for Prime membership and customer can make payment for it at doorstep using preferred payment method. No additional steps are needed from customer's end to activate the membership

This is not eligible for Prime Lite customers.

Note:

Prime membership will start only after the payment.

Prime membership will be activated within 15 minutes shortly after payment has been collected and the order marked as delivered for you to start enjoying Prime benefits.

For more information, on delivery see Shipping Speeds and Delivery Charges

For more details, refer to Amazon Prime Terms and Conditions.

Shipping and Delivery › Amazon Prime ›

Amazon Prime and Prime Lite Membership Benefits

Amazon Prime and Prime Lite membership offers many exclusive benefits, based on your chosen membership plan. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

Enjoy Prime Benefits.

Sign Up for Prime Today

Tip: Already a Prime member? Click here to manage your Prime membership

Prime members can see the Prime logo on product detail pages of all eligible items.

Prime Membership benefits applicable on all Prime Eligible items include:

Free Delivery to eligible addresses

One-Day Delivery, Two-Day Delivery, Scheduled Delivery and Same-Day Delivery

No-Rush Shipping to eligible addresses and 25 cashback. For more details, go to About the No-Rush Shipping Program.

Discounted delivery charges to eligible addresses

Morning Delivery to eligible addresses at 50 per item.

No minimum order value required for FREE Standard Delivery.

Refer to Shipping Speeds and Charges for more details

Amazon Pay ICICI Bank Credit Card

Eligible Prime members earn 5% cashback on Amazon.in purchases.

Digital and Gift Card purchases are exempt because they earn 2% back, in addition to rewards everywhere else you shop.

For more information, go to Amazon Pay ICICI Bank Credit Card.

Prime Reading

Borrow eBooks, comics, and more from the Prime Reading catalog. Read them on your Kindle E-reader or the free Kindle reading apps for Android, iOS, PC, and macOS.

For more information, go to Kindle Store Terms of Use.

Amazon Music

Unlimited, ad-free access to playlists, stations, and millions of songs and albums at no additional cost.

For more details, go to Amazon Music.

Amazon Prime Video

Unlimited ad-free video streaming of the latest movies, award-winning Amazon originals, Live sports and TV shows from India and around the world.

Amazon Prime Video content is available on PrimeVideo.com, Prime Video Android/iOS apps, and is subject to Amazon Prime Video Terms and Conditions.

For more details, go to Prime Video.

Prime Early Access & Exclusive Deals

Early access to Lightning Deals on Amazon.in

Exclusive Lightning Deals and Deals of the Day for Prime members

Prime Advantage

No Cost EMI: Smartphone purchase with lower monthly installments. For more details, visit Prime Advantage No Cost EMI.

6 months Free Screen Replacement: Get 6 months Free Screen Replacement (in case of screen damage) by Acko at no extra cost. For more details, visit Prime Advantage.

Amazon Family offers

Amazon Family and offers are subject to Amazon Family Terms and Conditions.

For details, go to Amazon Family.

Prime Gaming

At no additional cost, Prime members can enjoy a selection of free games every month along with additional gaming benefits. Some content is from third parties and is subject to their terms. For more information, go to Prime Gaming.

Prime Lite Membership benefits applicable for all Prime Eligible items include:

Free Delivery to eligible addresses

One-Day Delivery, Two-Day Delivery, Scheduled Delivery and Same-Day Delivery.

No-Rush Shipping to eligible addresses and 25 cashback. For more details, go to About the No-Rush Shipping Program.

Discounted delivery charges to eligible addresses

Morning Delivery to eligible addresses at 175 per item.

No minimum order value required for FREE Standard Delivery.

Refer to Shipping Speeds and Charges for more details

Amazon Pay ICICI Bank Credit Card

Eligible Prime members earn 5% cashback on Amazon.in purchases.

Digital and Gift Card purchases are exempt because they earn 2% back, in addition to rewards everywhere else you shop.

For more information, go to Amazon Pay ICICI Bank Credit Card.

Amazon Prime Video

Unlimited video streaming of the latest movies, award-winning Amazon originals, Live sports and TV shows from India and around the world across 1 device in HD quality with ads.

Amazon Prime Video content is available on Prime Video Android/iOS apps, and is subject to Amazon Prime Video Terms and Conditions.

For more details, go to Prime Video.

Prime Early Access & Exclusive Deals

Early access to Lightning Deals on Amazon.in

Exclusive Lightning Deals and Deals of the Day for Prime members

Prime Advantage

No Cost EMI: Smartphone purchase with lower monthly installments. For more details, visit Prime Advantage No Cost EMI.

6 months Free Screen Replacement: Get 6 months Free Screen Replacement (in case of screen damage) by Acko at no extra cost. For more details, visit Prime Advantage.

Amazon Family offers

Amazon Family and offers are subject to Amazon Family Terms and Conditions.

For details, go to Amazon Family.

Prime Shopping Edition Membership benefits applicable for all Prime Eligible items include:

Free Delivery to eligible addresses

One-Day Delivery, Two-Day Delivery, Scheduled Delivery and Same-Day Delivery.

Note: Same-Day delivery is available for free with Prime Shopping as a limited time offer. Amazon reserves its right to modify this at its discretion.

No-Rush Shipping to eligible addresses and 25 cashback. For more details, go to About the No-Rush Shipping Program.

Discounted delivery charges to eligible addresses

Morning Delivery to eligible addresses at 50 per item.

No minimum order value required for FREE Standard Delivery.

Refer to Shipping Speeds and Charges for more details

Amazon Pay ICICI Bank Credit Card

Eligible Prime members earn 5% cashback on Amazon.in purchases.

Digital and Gift Card purchases are exempt because they earn 2% back, in addition to rewards everywhere else you shop.

For more information, go to Amazon Pay ICICI Bank Credit Card.

Prime Early Access & Exclusive Deals

Early access to Lightning Deals on Amazon.in

Exclusive Lightning Deals and Deals of the Day for Prime members

Prime Advantage

No Cost EMI: Smartphone purchase with lower monthly installments. For more details, visit Prime Advantage No Cost EMI.

6 months Free Screen Replacement: Get 6 months Free Screen Replacement (in case of screen damage) by Acko at no extra cost. For more details, visit Prime Advantage.

Note:

All Prime Eligible items are Fulfilled by Amazon with added free fast delivery benefits, depending on the Prime membership plan you have chosen.

Guaranteed One-Day, Two-Day, Same-Day, No-Rush, Morning, and Scheduled Delivery are only offered in select cities on eligible items. Some items are not available for one-day and two-day delivery due to special packaging or handling requirements. Instead they receive free standard delivery. For more details, refer to Guaranteed Shipping Speeds and Delivery Charges.

If you have chosen a Prime Lite membership plan, you will not be able to access Prime Video on web browsers. see Amazon Prime Video Terms of Use for details.

Amazon Prime benefits don't extend to all items, specially items belonging to the large appliance and furniture categories. The option to gift Prime membership is currently unavailable on Amazon.in.

Amazon Prime isn't available for customers who purchase products for the purpose of resale or use Prime free delivery to deliver products to their customers or potential customers.

We may change these benefits occasionally, as in our Amazon Prime Terms & Conditions.

Prime digital benefits, including access to Prime Video, Prime Music, E-books & Gaming are not available with Prime Shopping Edition.

Items eligible for Prime delivery benefits are clearly marked. Look for the Prime logo next to products.

Learn more about Prime eligible items.

Guaranteed One-Day, Two-Day, Same-Day*, No-Rush, and Scheduled Delivery are only offered in select cities and available only on eligible items. To know more, refer Amazon Prime Shipping Benefits.

Was this information helpful?

Payment, Pricing and Promotions › Instant Bank Discounts › Payment Methods ›

Easy Monthly Installments (EMI)

To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

How Does Debit EMI Work?

Why no-cost EMI charges interest?

How Does Down Payment Work?

Why am I not getting EMI option?

How can I register for Amazon Pay Later?

Why has my EMI not been processed?

How can I close my EMI earlier?

What will happen to EMI if I cancel the order?

Will I have to pay any extra amount for EMI transaction?

How does Debit EMI work?

Debit EMI is a new EMI method. The bank won't block your card and you don't need the full amount in your account to transact. Your bank will deduct the monthly EMI from your account using the pre-approved overdraft facility.

Currently, Only HDFC, SBI, Axis, ICICI, Federal, and Kotak Mahindra debit cards offer EMI.

To avail EMI, you need to make a minimum purchase of 3000 using HDFC, 5000 using ICICI, Federal, Axis, and Kotak Mahindra cards, and 8000 using SBI.

[Click here for debit EMI eligibility and information.](#)

Why no-cost EMI charges interest?

For EMI purchases using credit & debit card, your bank will charge you interest. However, under a no-cost EMI offer, the total interest payable, is already adjusted in the price of the order.

The total payable amount (including interest) will be equal to the product price.

Know more about no cost EMI [click here](#).

How does Down Payment work?

It is a payment option on select products, where you can pay 25% of the product price during purchase and convert the balance into EMI on your credit card.

You will have to pay the down payment and the first EMI in the next billing cycle of your credit card. For example, if you have made a purchase of 18000 on 9 months no-cost EMI using Down Payment, then initially your bank will block your credit limit by 18000. You will have to pay the one-time Down Payment of 4500 (25% of the product price) and the first monthly instalment of 1500 in the next billing cycle of your credit card. The blocked amount will come down to 12000. You will have to pay the remaining EMI of 1500 each for 8 months.

Note: Down Payment option is available only on select credit cards and select products that are equal to or more than 4000 and on. Please check the EMI options section on the product detail page to know if the product is eligible for Down Payment.

Why am I not getting EMI option?

Please check your eligibility [here](#):

Debit EMI

Amazon Pay Later

Make sure your order value exceeds the minimum purchase price for the following EMI payment methods:

Credit Card and Zest Money EMI- 3000

Down Payment : 4000

Debit Card- 3000 for HDFC, 5000 for ICICI, Federal, Axis, Kotak Mahindra and 8000 for SBI

Bajaj Finserv. Ltd- 1998

Amazon Pay Later- No minimum purchase for 1 month EMI tenure 3000 for 3 months EMI tenure, 6000

for 6 months EMI tenure.

Note:

Gift cards, Amazon pay wallet top-up, gold, jewellery, and worldwide store purchases are not eligible for EMI.

EMI option is not available for Exports/International customers.

No-cost EMI is available on select products. Please check the 'Special Offers' section on the product detail page for no cost EMI on debit card/credit card/ Amazon Pay Later/Bajaj Finserv card.

How can I register for Amazon Pay Later?

To know about Amazon Pay Later, registration with Amazon Pay Later and its usage and benefits and issues, go to Amazon Pay Later registration dashboard or visit this page.

Why has my EMI not been processed?

Banks process EMIs within 2-4 days. It will initially deduct the whole money from your credit/debit card and convert the amount (expect down payment) into EMI within 2-4 days.

For revised payments, confirm EMI option and tenure selected. Find details under Your Orders>View Order Details>Payment Information.

How can I close my EMI earlier?

For EMI purchases using credit/debit card purchases: Contact your bank to close your EMI early, subject to foreclosure fees as per their policy.

For Amazon Pay Later: You can pay the complete outstanding balance with your debit card, UPI, or netbanking on the Amazon Pay Later dashboard.

What will happen to EMI if I cancel the order?

If you cancel or return an EMI order purchased using credit cards / debit cards, Amazon will refund the full purchase amount to your original payment method and cancel the EMI r. Any down payment will be refunded within 5-7 business days. You will then need to contact your bank to confirm the cancellation.

For credit cards: Your card issuing bank may charge nominal pre-closure charges in case you've already paid an EMI. For more details on EMI closure, please contact the card issuing bank.

For order placed using Bajaj Finserv Network Card (BFL), we will notify BFL. They will cancel the loan if you haven't paid the first installment. If you've paid instalments, they'll refund the amount to your card and cancel the loan. There are no charges for foreclosure or pre-closure of No Cost EMI with BFL.

For BFL Card: For more details on EMI closure, please contact Bajaj Finserv on Toll number- 086980 10101. Charges are applicable. You can also write to BFL on wecare@bajajfinserv.in

For cancellation on orders placed using Amazon Pay Later, our partner (axio or IDFC) will cancel the loan if no instalments are paid. If you've paid instalments, the money will be refunded to your debit card/UPI/netbanking and the loan will be cancelled. There are no charges for foreclosure or pre-closure of EMI with Amazon Pay Later.

Will I have to pay any extra amount for EMI transaction?

For EMI using credit or debit card, you will be charged a processing fee by the bank (billed with your first EMI.) The processing fee details are -

ICICI Debit Card is 99 + GST

ICICI Credit Card is 199 + GST

SBI credit card is 99 + GST

HDFC credit / debit card is 199 + GST

Bajaj Finserv EMI network card is 149 + GST

Kotak Debit card - 199 + GST

Shipping and Delivery ›

Amazon Prime

Understand more about Amazon Prime Membership and its benefits by clicking on relevant links below.

To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

Enjoy Prime benefits and promotional discounts!

Sign up for Prime Today

Amazon Prime Overview

Amazon Prime

Prime Eligible Items

About Using a Promotional Code for Amazon Prime

Amazon Prime Terms & Conditions

Amazon Prime Shopping Edition – Frequently Asked Questions

Amazon Prime Benefits

Amazon Prime Shipping Benefits

Amazon Prime and Prime Lite Membership Benefits

Buy More Save More

Prime Video

Prime Music

Prime Deals and Offers

Credit Card Rewards

Prime Gaming

Prime Reading

Amazon Family

Manage Your Prime Membership

Sign up for Amazon Prime

Manage Your Prime Membership

End Your Amazon Prime Membership

The Amazon Prime Membership Fee

Terms and Conditions

Amazon Prime Terms and Conditions

Recurring Payments for Amazon Prime

Payment, Pricing & Promotions › Instant Bank Discounts › Payment Methods ›

About Pay on Delivery

Disclaimer: In the event of any discrepancy or conflict, the English version will prevail over the translation.

Pay on Delivery (POD) includes Cash on Delivery (COD) as well as additional digital payment facilities via UPI / QR Code –Scan & Pay.

Pay on Delivery is available as a payment method for all items that are Fulfilled by Amazon, Prime Eligible and some seller fulfilled items.

Pay on Delivery orders can be paid using cash or via Amazon UPI Scan & Pay or using Amazon SMS Pay link. Please ask your Delivery Associate to send you a Pay Link via SMS. Once you receive this link, you will be taken to a page where you can choose to pay via credit/debit card or UPI. You can also request delivery agent to provide a UPI QR code for your order for which you can use Amazon Scan & Pay along with other UPI payment instruments.

Starting September 19, 2023, we will not be accepting Rs. 2,000 currency notes for Cash on Delivery (COD) orders or Cashloads. This is in accordance with the directions issued by the Reserve Bank of India on May 19, 2023.

In light of enhanced safety measures due to the spread of COVID-19, we have stopped accepting payments by swiping credit/debit cards via mPOS card machine.

To pay using Amazon SMS Pay link:

You will receive an automated Amazon Pay Link on your mobile number via SMS on the day of delivery. You can also ask your Delivery Associate to generate a new Pay Link SMS to your smartphone that has internet connectivity.

Click on the link in SMS and initiate payment

Select your payment method (credit/debit cards accepted, and UPI) and complete payment using your credentials.

After posting the successful payment, you'll get a confirmation message.

To pay using UPI QR code, please first ensure you are maintaining 6 feet / 2 meters of social distancing between yourself and the Delivery Associate before proceeding:

Ask your delivery agent to provide a UPI QR code for your shipment from his Amazon Delivery Associate app.

Scan that QR code using Amazon Scan & Pay or any other UPI payment instruments while maintaining safe distance.

Enter your UPI PIN to complete the payment.

After posting the successful payment, you'll get a confirmation message.

We only collect the amount printed on the invoice.

Note:

Pay on Delivery isn't yet available for all pin codes. This is due to limitations of courier services we use.

For more details on the Pay on Delivery limit for a specific order, please visit the product details page.

Pay on Delivery will only be available for some items under Lightning Deals.

Pay on Delivery is available for Signing up for Prime Membership for eligible customers.

If you're using Pay on Delivery as a payment method and your mobile number isn't verified on Amazon, you'll be asked to enter a One-Time password to complete your order. This One-Time password will be sent to your registered mobile number.

Pay on Delivery is not available for exports/international customers

Payment, Pricing and Promotions › Instant Bank Discounts › Payment Methods › Payment Issues and Restrictions ›

Payment Issues

Payments made on Amazon.in can sometimes fail or remain in a pending stage. If you are facing this issue, you have the option to revise your payment.

To revise your failed payment for an order, go to

Your Orders

Payments can fail for the following reasons:

You enter incorrect credit or debit card details, e.g. name on the card, card number, CVV, 3D secure PIN and expiry date. In case of an American Express card, your transaction can fail if your billing address PIN code is incorrect.

You provide card details that are no longer valid or need to be updated.

Your bank is going through an outage.

You close or refresh the page or go back to the previous page while the transaction is being processed by

your bank.

The connection between Amazon and your bank fails due to some technical issues and the transaction cannot be completed.

Your card may be blocked for online transactions.

You use a card that's not currently accepted on Amazon.in. For more information see Accepted Payment Methods.

Your card is not saved: As per the new RBI guidelines after 30th September, 2022, Amazon will no longer save your credit or debit card details unless you have given explicit consent to do so. Some of your previously saved cards may be deleted from Amazon. Simple steps to fix this are mentioned below:

Add your card details.

Select 'Save card as per new RBI guidelines' checkbox.

Make one successful payment using this card,

By doing this, your card will be saved with Amazon as per new RBI protocols for all future payments.

Note:

If you did not give explicit consent to save your cards as per new RBI guidelines, Amazon will no longer store such cards.

Per the RBI guidelines, you need to provide consent to save each card separately.

The card needs to be saved across every Amazon account by each customer individually.

From September 30, 2022 onwards, one card can be saved as per new guidelines in a maximum of 10 Amazon accounts. If any existing card is saved in more than 10 account onwards will be deleted even if the customer has given consent to save the card.

You may also receive a payment pending message for the following reasons:

Payment confirmation pending: If you paid for your order using net banking, we may be awaiting the payment confirmation from your bank. This can take a few days. For an immediate status, contact your bank.

Problem in contacting your bank or credit card: We may be unable to contact your bank or card issuer which can cause delay. If so, you'll receive an email from us.

Incomplete payment: If your initial payment attempt was unsuccessful, your payment might stay in pending stage. In such cases, try to revise the payment when you receive an email from us, so that we can process your order immediately. Once the mentioned timeline has passed, the order will be auto cancelled.

Note:

If your payment is still processing, you'll see "We haven't received payment confirmation from your bank or credit card yet". In such cases, don't attempt paying a second time unless you're sure that your payment failed. If you accidentally pay twice, we'll refund your extra payment within a few days.

Per the latest RBI update, customers who have never used their credit or debit cards for an online transaction (on Amazon or any other online merchant) previously or whose cards were issued on or after March 16, 2020, are required to contact their respective banks and get their credit or debit card activated for online transactions.

Was this information helpful?

Payment, Pricing and Promotions

Find information about accepted payment methods, pricing, promotions, taxes, and payment issues. You can view this page in your preferred language by clicking the following links: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali)

To revise a failed payment, track a package, or check the status of your return/refund, go to

Your Orders

Popular topics

Cancel items or orders

Unknown charges

Accepted payment methods
Amazon Pay balance
About Our Current Sale Event
Payment Methods
Accepted Payment Methods
Payment Methods
Amazon Pay
Unified Payment Interface (UPI)
Pay on Delivery
Amazon Pay ICICI Bank Credit Card
Easy monthly instalments (EMI)
Net Banking

Payment Issues and Restrictions
Resolve a Declined Payment
Payment Issues
Unknown Charges
OTP Issues
UPI Transaction Failing
Pricing
Price Matching
Tell us about a lower price
Promotions and Membership Programmes
Promotions and Deals
Lightning Deals
Join a Lightening Deal Wishlist
Instant Bank Discounts
Amazon Family
Coupons FAQ
Tax, Regulatory Fees and Tax Exemptions
Print an Invoice
Terms & Conditions
Amazon Family Terms & Conditions

Find more solutions

Payment, Pricing and Promotions › Instant Bank Discounts › Payment Methods › Payment Issues and Restrictions ›

Resolve a Declined Payment

To protect your security and privacy, your bank can't provide Amazon with information about why your payment was declined. Contact your bank directly to solve these payment issues. To view the below information in your preferred regional language, click the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

Need to retry payment on an order?- English

Need to retry payment on an order?- English

Need to retry payment on an order?- Hindi

Need to retry payment on an order?- Hindi

To retry payment, go to

Your Orders

To determine why your payment was declined, consider the following. If necessary, contact your bank for more information:

You accidentally closed the app or tapped on your device navigation to go back while the transaction was being processed by your bank.

Did you enter your credit/ debit card number, expiration date, CVV, billing address, and phone number correctly in Your Account?

UPI transaction is timed out.

Is your purchase outside of your normal spending range? Some banks will block transactions due to security concerns.

Your card may be blocked for online transactions.

Does your issuing bank have special policies regarding electronic or internet purchases?

Your bank is going through an outage.

You use a card that's not currently accepted on Amazon.in. For more information see Accepted Payment Methods.

For more information on the reasons of payment failure, select Payment Issues.

To retry a payment decline:

Go to Your Orders .

Do one of the following:

Retry with your current payment method by selecting Retry Payment Method next to the order.

Try again with a different payment method, as follows:

Select Change Payment Method next to the order you want to modify.

Select another payment method from your account or submit a new card number and select Confirm.

Note:

Please wait for 15 minutes for the revised payment flow to appear.

In the revise payment workflow, you will not be able to use UPI again. Please choose another payment method to complete the transaction. If they wish to use UPI again, you can cancel the current order and place a new one.

For more information on the Refund and Return guidelines, go to Returns and Replacements - FAQ. For more information on UPI transactions go to, Unified Payment Interface (UPI).

Was this information helpful?

Payment, Pricing and Promotions › Instant Bank Discounts › Payment Methods › Payment Issues and Restrictions ›

Payment Issues

Payments made on Amazon.in can sometimes fail or remain in a pending stage. If you are facing this issue, you have the option to revise your payment.

To revise your failed payment for an order, go to

Your Orders

Payments can fail for the following reasons:

You enter incorrect credit or debit card details, e.g. name on the card, card number, CVV, 3D secure PIN and expiry date. In case of an American Express card, your transaction can fail if your billing address PIN code is incorrect.

You provide card details that are no longer valid or need to be updated.

Your bank is going through an outage.

You close or refresh the page or go back to the previous page while the transaction is being processed by your bank.

The connection between Amazon and your bank fails due to some technical issues and the transaction cannot be completed.

Your card may be blocked for online transactions.

You use a card that's not currently accepted on Amazon.in. For more information see Accepted Payment Methods.

Your card is not saved: As per the new RBI guidelines after 30th September, 2022, Amazon will no longer save your credit or debit card details unless you have given explicit consent to do so. Some of your

previously saved cards may be deleted from Amazon. Simple steps to fix this are mentioned below:
Add your card details.

Select 'Save card as per new RBI guidelines' checkbox.

Make one successful payment using this card,

By doing this, your card will be saved with Amazon as per new RBI protocols for all future payments.

Note:

If you did not give explicit consent to save your cards as per new RBI guidelines, Amazon will no longer store such cards.

Per the RBI guidelines, you need to provide consent to save each card separately.

The card needs to be saved across every Amazon account by each customer individually.

From September 30, 2022 onwards, one card can be saved as per new guidelines in a maximum of 10 Amazon accounts. If any existing card is saved in more than 10 account onwards will be deleted even if the customer has given consent to save the card.

You may also receive a payment pending message for the following reasons:

Payment confirmation pending: If you paid for your order using net banking, we may be awaiting the payment confirmation from your bank. This can take a few days. For an immediate status, contact your bank.

Problem in contacting your bank or credit card: We may be unable to contact your bank or card issuer which can cause delay. If so, you'll receive an email from us.

Incomplete payment: If your initial payment attempt was unsuccessful, your payment might stay in pending stage. In such cases, try to revise the payment when you receive an email from us, so that we can process your order immediately. Once the mentioned timeline has passed, the order will be auto cancelled.

Note:

If your payment is still processing, you'll see "We haven't received payment confirmation from your bank or credit card yet". In such cases, don't attempt paying a second time unless you're sure that your payment failed. If you accidentally pay twice, we'll refund your extra payment within a few days.

Per the latest RBI update, customers who have never used their credit or debit cards for an online transaction (on Amazon or any other online merchant) previously or whose cards were issued on or after March 16, 2020, are required to contact their respective banks and get their credit or debit card activated for online transactions.

Was this information helpful?

Payment, Pricing and Promotions › Instant Bank Discounts › Payment Methods ›

Accepted Payment Methods

Learn about different payment methods you can use to shop on Amazon.in. To check the below information in your preferred regional language, select the link: English, (Hindi), (Tamil), (Telugu), (Kannada), (Malayalam), (Marathi), (Bengali).

You can use any of the following payment methods to shop on Amazon.in website and mobile app:

Unified Payment Interface (UPI)

Credit/Debit card

Amazon Pay Balance

Amazon Pay Later

Net Banking

Easy Monthly Installments (EMI)

Pay on delivery (For selected orders only)

Learn more about each payment method on Payment Methods help page

Following Credit and Debit cards can be used for making Payment:

Credit Cards: Visa, Mastercard, American Express, Diners Club, and RuPay

Debit Cards: Visa, Mastercard, RuPay, and Maestro

All international cards can be used

Note:

A maximum of 20 debit/credit cards can be added to your Amazon account. To add more credit/debit cards, please remove older credit/debit card credentials first.

Provide details of new card and click on 'Save card as per new RBI guidelines' checkbox to save your new card.

You can not split the payment among different payment methods.

Credit or debit cards issued outside India can not be used to pay for Prime membership.

To learn more about adding a debit or credit card to your amazon account, go to the Manage Payment Methods help page.

Note: For any issues related to processing of your payment, visit Payment Issues help page

Note: As per RBI guidelines, from 30th September 2022 onwards, only card networks (VISA/Mastercard etc.) and/or issuing banks can store credit/debit card details. You will not be able to see saved cards unless you provide consent to Amazon for card tokenization. To know more, visit Payment Issues.

Useful Links

[Resolve a Declined Payment](#)

[About Pay on delivery](#)

[Amazon Pay Later](#)

[Amazon Pay Wallet - FAQs](#)

[Easy Monthly Installments \(EMI\)](#)