

REFUNDS

- **When you return an item**

Your refund amount and refund method may vary. Your refund and how your refund is issued may differ based on the condition of the item, how long you have had the item, and how the item was purchased.

Note: Do not return items to Amazon that were bought on Amazon Marketplace and shipped to you by a third-party seller.

Where is my refund? Check the status of your refund in Your Orders.

- **HOW LONG DO REFUNDS TAKE AFTER I RETURN AN ITEM?**

A refund will be provided after we process your return item at our Amazon or third-party seller facilities. It can take up to 30 days for us to receive and process your return. In certain circumstances refund time frames may be longer.

We issue the refund to the refund method you select in the Online Returns Center, and it may take additional time for your financial institution to process the refund. See below Refund Times. Learn how to Track Your Return.

- **ADVANCED REFUNDS/REPLACEMENTS/EXCHANGES**

Advanced Refund

In some cases, as soon as the item is dropped off by you or received by the carrier, a refund will be issued, in advance of receipt and processing of the item at our Amazon or seller facilities, to your credit card or as Amazon.com Gift Card balance.

Advanced Replacement/Exchange

If you see an option in the Online Return Center to initiate a replacement/exchange of your original item, follow the instructions to return the item and request a replacement/exchange. If the replacement/exchange order is immediately shipped to you, you will need to return your original item(s) by the "Return by" date referred to in your return request confirmation email or you will be charged for the replacement/exchange.

Possible charges after advanced refunds/replacements/exchanges

After you complete a drop off or pick up of return item(s), it may take some time for the item(s) to be transported to Amazon or a third-party seller. Once the item(s) are received, the item(s) will be verified and inspected against the expected product(s) and quantity in your return request. If Amazon or the seller does not receive the expected product(s) and quantity as submitted by you in your return request, or if the item(s) are not in original condition or missing parts/accessories/manuals, you will be charged for the previously refunded amount (or for the previously shipped replacement/exchange order). If the charge is unsuccessful, you will be prompted to complete payment before initiating another return request.

To avoid being charged, take the following actions:

- Only initiate return requests for items in their original condition
- If applicable, apply the correct mailing label.
- Drop off or pickup each item you are returning at an eligible location.

If after completing a drop off or pick up you receive an email from us asking you to return an item or items or indicating you have been charged for the item(s), the charge will be reversed after Amazon receives and processes the item(s) and verifies the expected product(s) in your return request.

- **REFUND TIMES**

Once we issue your refund, it takes additional time for your financial institution to make funds available in your account.

Refund Timeline

- 2-3 hours: Amazon.com Gift Card
- 3-5 business days: Credit card
- Up to 5 business days: Shop with Reward Points
- Up to 10 business days: Debit card, Checking account, EBT card, Cash (at a participating location)
- Up to 30 days: Pre-paid credit card (depending on the issuer of the card)
- No refund issued: Promotional certificate

Note:

- If you no longer have the physical pre-paid credit card, we still store the card within your account. You can use the card toward future purchases.
- For orders that used the Amazon Currency Converter, we issue the refund in your local currency using the same rate as the original order.

- **GIFT RETURNS**

- The type of refund or credit a gift recipient receives depends on how the giver purchased the gift and how the recipient returns the gift. For more information, go to Return a Gift.
- Amazon may determine that a gift recipient is eligible for a refund without requiring a return. If a gift return is eligible for a refund without returning the item, the gift recipient receives a notification in the Returns Center or via Customer Service. For more information, go to Conditions of Use.

- **PARTIAL REFUNDS**

- Please note that refunds will be reduced for returned items, such as for signs of customer use or damage, or missing parts, accessories, or manuals.
- **Fee**
- Return Shipping Fee: If you select a return shipping method that is not free. Amount varies by item and the shipping method.
- Late Fee: If you do not drop off or complete a carrier pick-up on or before the "return by date" once a return has been started. Amount is 20% of the item price.

- **Damage Fee:** If you return an item that is damaged, missing parts, not in original condition, or have obvious signs of use for reasons not due to an Amazon.com or seller error. Amount is up to 50% of the item price.
- **Restocking Fee:** If you return an item from any of the following product types: Software and video games that are opened, activated, used, or missing parts; Opened collectible cards, board games/table top Games, collectible/chase variant figures. Amount is 100% of the item price.
- **Note:**
- For most items, the return window is 30 days after delivery. To check the return window for an item you have ordered, go to Your Orders and select Return or Replace Items.
- For customers in CT, MD, NV, PA, VA, WV, and WI, tax on restocking fees may apply to return items shipped and sold by Amazon.com. Some products have additional conditions that may apply. For more information, go to About Our Returns Policies.

REFUND DECLINES

Our refund to your selected refund method may be declined if, for example, your selected refund payment method is associated with an account which is closed, or your selected card has expired or been replaced by a new card since the order was placed. If this occurs, we issue a refund to your Amazon account balance. You can contact our Customer Service if you would like the refund to be issued to a different payment method.

Return Items You Ordered

You can return many eligible items sold on Amazon.com . When you return an item, you may see different return options depending on the seller, item, or reason for return.

To return an eligible item that you ordered:

1. Go to [Your Orders](#) to display your recent orders. To return a gift, go to [Return a Gift](#).
2. Choose the order and select **Return or Replace Items**.
3. Select the item that you want to return. Then select an option from the **Reason for return** menu.
4. Choose how to process your return. If applicable, select to issue a refund or replacement. For items sold from an Amazon seller, **Submit a return request**. The Amazon seller reviews return requests before issuing a refund or replacement. For more information, go to [Returns to Third-Party Sellers](#). If you don't receive a response within two business days, you can request an [A-to-z Guarantee Refund](#).
5. Select your preferred return method.
6. Print your return label and return authorization.
7. Add your return label (if applicable) and package your items for return.

Important information about return labels

Each return label is assigned to a specific return. To receive the correct refund, don't include items from multiple orders or shipments in the same box.

How to complete a label-free, box-free return

Select a label-free, box-free return location after initiating your return through [Your Orders](#). After completing the steps, you'll receive a QR code. Bring it to the drop-off location with the item that you want to return. You don't have to package your item in a shipping box.

Return electronic devices

Erase any personal information from items that you're returning, such as laptops, cameras, and electronic devices.

Adding comments to your return request

When you request a return, you will find a box where you can describe any issues or reasons why you are returning the item. Make sure to leave accurate

and detailed information so we can improve your customer experience. You may receive a second comment box to clarify your feedback in the first comment box.

Charge for items you are expected to return

If you have already received a refund, you will be charged if the item is not sent back to us. If you have already sent it back, we will reverse the charge when we process the return.

Popular topics

- [Get Product Support](#) - Check if your item is eligible for product support and talk to a team of technical problem solvers.
- [Replace a Damaged, Defective or Broken Item](#) - Learn more about replacement options.
- [About Free Returns](#) - All return-eligible items, weighing under 50 lbs and sold by Amazon, have at least one free return option.

Replace a Damaged, Defective, or Broken Item

Visit [Your Orders](#) and we will let you know what your options are for damaged, defective, or broken items.

You can replace items eligible for replacement through [Your Orders](#). If the item doesn't have a replacement option or you received the item as a gift, you'll need to return the original item and place a new order. To return an item, visit [Returns Items You Ordered](#). To return a gift item, visit [Gift Returns](#).

To replace an item:

1. Go to [Your Orders](#) and select **Return or replace items** beside the item you want to replace.
2. Select the item that you want to replace and select a reason for return.
3. Follow the instructions on the screen.

A replacement order, with the same shipping speed as the original item, will be created. You'll need to return the original item by the 'Return By Date' provided to you at the time of return creation to avoid being charged for keeping both the original and replacement items.

The replacement order may be shipped only after you ship the original item(s) back to Amazon. We recommend you to ship back the original item(s) as soon as you request a replacement.

You may be looking for...

- For different product support options offered by Amazon, visit [Get Product Support](#).
- Missing an item? Go to [Find a Missing Item from Your Package](#).
- If tracking shows that your package was delivered but you can't locate it, visit [Find a Missing Package That Shows As Delivered](#).
- For more information about refunds, go to [Refunds](#).
- For issues related to items sold and shipped by third-party sellers, learn about our [A-to-z Guarantee](#), a free commercial warranty.

Amazon Return Policy

Easy shopping, simple returns - that's our promise. At Amazon, we're committed to making your shopping experience as seamless and worry-free as possible. We understand that there may be times when a purchase may not meet your expectations or your needs might change. When that happens, we make completing a return simple and convenient.

Most items can be returned for a refund or replacement/exchange within 30 days of delivery as long as they are in original or unused condition. For eligible items, you can enjoy free returns at many locations near you. For information on an item's return eligibility, please check the product detail page before placing your order. After placing an order, you can find relevant information on an item's return eligibility in your [Order History](#).

Our return policies apply equally to purchases made from a third-party seller and Amazon backs that up with our [A-to-z Guarantee](#).

Return Window

Most items sold on Amazon.com can be returned within 30 days of delivery - some exceptions include:

7 days	<ul style="list-style-type: none">• Digital books accidentally purchased from the Kindle Store that have not been read.• Digital textbooks, workbooks, and other educational content that have not been downloaded.• Songs or albums accidentally purchased from our Digital Music Store using Alexa
15 days	<ul style="list-style-type: none">• Apple Brand products and Boost Infinite Brand products sold in new condition (AppleCare+ plans may be canceled in accordance with the terms of the plan)• Items sold in the Amazon Haul store that are over \$3 (Haul items less than \$3 are non-returnable and non-refundable).
90 days	<ul style="list-style-type: none">• Amazon Renewed products in "Acceptable", "Good", or "Excellent" condition types.• Most nonperishable Baby products• Items purchased from an Amazon Birthday and/or Custom Gift List by someone other than the registry owner.

	<ul style="list-style-type: none"> • Mattresses (excluding crib mattresses)
180 days	<ul style="list-style-type: none"> • Items purchased from an Amazon Wedding Registry by someone other than the registry owner.
365 days	<ul style="list-style-type: none"> • Amazon Renewed products in "Premium" condition • Items purchased from an Amazon Baby Registry by someone other than the registry owner.

Items That You Can't Return

Some products are non-returnable, such as the following:

- Perishables
- Products that may pose potential health and safety risks once sold
- Products with shipping restrictions
- Customized products made specifically for you
- Redeemable products
- Amazon Pharmacy products
- Certain digital products
- Automobiles

Additionally, products listed as **"Final Sale"** are non-returnable and non-refundable, including trading card games, specific discounted items, and items sold in the [Amazon Haul](#) store that are \$3 and less.

In the unlikely event that a non-returnable/Final Sale item arrives damaged, defective, or materially different from what was ordered, please contact [Customer Service](#).

Refund Timeline

A refund will be provided after we process your returned item at our Amazon or third-party seller facilities. It can take up to 30 days for us to receive and process your return. In certain circumstances refund time frames may be longer. For more information, please see our [Refunds](#) page.

Refund Timeline	Refund Method
2-3 hours	Amazon.com Gift Card or Gift Card balance
3-5 business days	Credit Card

Refund Timeline	Refund Method
Up to 5 business days	Shop with Reward Points
Up to 10 business days	Debit card
	Checking account
	EBT Card
	Cash (at participating locations)
Up to 30 days	Pre-paid credit card (depending on the issuer of the card)
No refund issued	Promotional certificate

Initiating a Return

To initiate a return on a item that's eligible for return, simply go to [Your Orders](#) and click on "Return Items" button next to the item. Detail instructions can be found in this video.

Third Party Seller Returns

When you order from a third-party seller that fulfills and ships their own inventory, your return is sent back to the seller instead of Amazon. Sellers must offer one of the following:

- A return address within the United States where you can ship the item
- A prepaid return label; or
- A full refund without requesting the item be returned

If a third-party seller doesn't offer these methods to return your items, please file an [A-to-z Guarantee claim](#). For more information about returns to sellers, please refer to [Returns to Third-Party Sellers](#).

Sending Us Your Return

You can return most items for free at over 8,000 convenient locations, typically within a 5-mile radius of your address. Additionally, most returns do not need to be boxed or labeled. Please make sure, however, that your item is returned in **original or unused condition and in the original manufacturer's packaging including tags, components, accessories, manuals, shoe boxes, and other inserts**.

Please follow the return instructions for each item to receive a refund. Do not include items from separate orders in the same return.

If you have bought an item (e.g., computers, electronics) on which you've saved personal information, please erase this information completely by following manufacturer instructions.

You must return all clothing, handbags, and other fashion items with tags (such as product tags and security tags) or hygiene seals.

For [Luxury Stores](#) items, in addition to the above requirements:

- You must also include the product packaging and documentation, such as the original brand and protective packaging (provided by the luxury brand directly, different from the Luxury Stores packaging).
- If there are any issues with your return, please contact [Luxury Stores Customer Service](#).

Amazon Pharmacy

Items purchased from Amazon Pharmacy are not returnable or refundable. For more details or further assistance with an Amazon Pharmacy item, please see the [Amazon Pharmacy Help Page](#).

Amazon Business

This return policy also applies to purchases made through your Amazon Business account. For the return policies on special Amazon Business programs such as Spot Buys made through the Custom Quote feature, please consult the Amazon Business [Accounts Terms and Conditions](#) and [Feature Terms and Conditions](#). Contact [Amazon Business](#) for more help.

Return Fees

While returns are generally free, certain situations or item conditions may incur fees. Note that an item cannot be sent back to you after it has been returned (except certain Luxury Stores items that incur 100% damage fees).

Fee	Description	Amount
Return Shipping Fee	If you select a return shipping method that is not free	Varies by item and the shipping method selected
Late fee	If you do not drop off or complete a carrier pick-up on or before the "return by date" once a return has been started.	20% of the item price

Fee	Description	Amount
Damage fee	If you return an item that is damaged, missing parts, not in original condition, or have obvious signs of use for reasons not due to an Amazon.com or seller error or Luxury Stores items that fail to adhere to acceptable return guidelines described under "Sending Us Your Return" above.	Up to 50% of the item price, except for Luxury Stores items which will be charged 100% of item price.
Restocking Fee	<p>If you return an item from any of the following product types:</p> <ul style="list-style-type: none"> • Software and video games that are opened, activated, used, or missing parts. • Opened collectible cards, board games/table top games, collectible/chase variant figurines 	100% of the item price

Returning a Gift

Navigate to the [Returns page](#), use the 17-digit order number e.g. 123-1234567-1234567 (add: "how do I find this?" hover-over link) on your packing slip that came with your item or on the digital gift receipt, to initiate a return. If you can't locate the order number, ask the gift giver. If you need an exchange or replacement, you'll need to return the gift and place a new order.

- Kindle books you receive as a gift are eligible for exchange for an Amazon.com Gift Card before acceptance.

Global Store Returns

Items shipped from Amazon.com, including Amazon Resale, can be returned within 30 days of delivery, with some exceptions:

- For most Amazon Global Store returns, you will be provided with a pre-paid UPS return label which allows you to return the item(s) to any UPS drop-off point located across the US. You can find your most convenient UPS location using the following link: https://www.ups.com/dropoff/?loc=en_US

- Not all Global Store products are eligible for a pre-paid return. In this case, you will need to return the item at your own expense. We recommend you return the item(s) using a trackable method at the carrier of your choice.
- It can take up to 25 days for an item to reach us once you return it. Once the item is received and processed at our fulfillment center, it takes 2 business days for the refund to be processed and 3-5 business days for the refund amount to show up in your account.
- Amazon will automatically refund up to \$20 for return postage costs on receipt of the item. If your return postage costs exceed \$20, you may contact [Customer Service](#) to request a refund of the remaining postage cost. If you return a defective, damaged or incorrect item, you'll be refunded the full postage cost, as well as your Import Fees Deposit, once your return is processed.

Special Delivery Service Returns

Items delivered with "Deluxe Delivery & Unpack" and "Deluxe Delivery & Assembly" services qualify for instant return at the point of delivery. Please visit our [Special Delivery Options](#) page for more details.

Product Warranties

Please contact the manufacturer directly for product registration and warranty-related information. A manufacturer warranty may not cover used products offered on Amazon.com; review the manufacturer warranty details on the product detail page for coverage or contact the manufacturer directly.

Unintended Item(s) in My Return

If you accidentally sent the wrong item to Amazon, please contact [Customer Service](#) as soon as possible. Note that we may not be able to locate mistakenly sent items and are unable to provide compensation in these cases. Amazon does not store items sent in error and will handle (and/or dispose) such items at our discretion.

Returning Items Purchased in a Bundle

You must return all items purchased in a Bundle with Savings to receive a refund. Partial refunds are not available.

Note: For any return, Amazon may require additional information and documentation (such as a government-issued photo identification) during the processing of a return to help determine whether to provide a refund/replacement. Amazon reserves the right to take additional actions to prevent fraud or abuse (including denial of returns, refunds or exchanges, or, imposing return fees). Amazon may modify this policy at any time.

Check the Status of Your Refund

You can check the status of your refund in Your Orders.

Where is my refund? Check the status of your refund in

[Your Orders](#)

Check your refund status

1. Go to [Your Orders](#).
2. Select **View Return/Refund Status**.
3. You'll be able to see your refund details.

You can also check the status of your refund by going to [Your Orders](#) and selecting **View order details**. The refund status is displayed in the **Order Summary**.

Missing refunds

Once we receive and process your return, we'll issue your refund. Depending on the payment method, it may take additional time for your financial institution to make funds available in your account. To track your return, visit [Track your Return](#).

For more information about our refund policies and how long it will take for you to receive your refund, go to [Refunds](#).

Instant refunds

If you have already received a refund and are expected to return the item, you can create a return request. You'll be charged if an item that is expected to be returned isn't sent back to us. Go to [Return Items You Ordered](#) for more information.

Not what you're searching for? Try:

- [Undeliverable Packages](#)
- [Authorizations](#)
- More on [Where's My Stuff?](#)

Track Your Return

You can stay on top of your returns by tracking them in **Your Orders**.

Need to track your return? Go to

[Your Orders](#)

To track your return:

1. Go to [Your Orders](#)
2. Find the order with the item that you returned.
3. Select **View Return/Refund Status** next to the order.

You can only track returns that have a prepaid return label provided by Amazon from Your Orders. You can also track your return directly on the carrier's website using the tracking number provided.

To return a gift:

If you received the item as a gift, visit [Return a Gift](#) for more information.

Refund timelines:

Once Amazon receives and processes your return, we'll refund you according to the refund policy. Visit the [Refunds](#) page for estimated refund timelines.

If you were charged for an item you already returned, we'll reverse the charge when we process the return. For more information, visit [About Our Returns Policies](#).

Not what you're searching for? Try:

- [Cancel a Return](#)
- [Where's My Stuff?](#)
- For more information about returns, visit [Returns](#)

Return Shipping

You can return your package using **Your Orders**.

Return Shipping Costs

When you choose the shipping method for your return, return fees are calculated. Delivery addresses in the 50 United States (U.S.) and APO/FPO addresses using a U.S. zip code are eligible for [Free Returns](#).

If you return an item using a paid method, we'll deduct the cost of return shipping and restocking fees from your refund.

If you choose to ship the item on your own, you'll pay the carrier when you ship your return.

For more information about refunds and refund amounts, go to [Refunds and Exchanges](#).

Return Methods

You can return items in the following ways:

- Using drop off services at locations that are convenient for you
- Using pickup options
- Using Heavy-Bulky return options, handled by a specialty carrier team
- Using Locker, Locker+, and Amazon Hub Counter locations for small packages
- Using a scanned QR code at designated returns locations to make label-free and package-free returns

To see which options are available for your return, go to [Your Orders](#).

International Returns

You can return your package using a label from **Your Orders**.

Need to return an item? Go to

[Your Orders](#)

Returns

You can return items fulfilled by Amazon within 30 days of receipt of delivery in Your Orders. For information on how to return an item, go to [Return Items You Ordered](#).

For damaged, defective, or broken items, visit [Replace a Damaged, Defective, or Broken Item](#).

International Return Methods

Amazon offers you a variety of ways to return your item fulfilled by Amazon:

- UPS drop off:

Customers shipping from Amazon.com to Canada may have the option to return their purchase using a prepaid UPS drop-off label. Find a convenient UPS drop-off location at <https://www.ups.com/dropoff>

- DHL Express drop off:

Drop-off services at convenient locations (available in select countries). Find a DHL drop-off location at <https://locator.dhl.com>

- DHL Express pickup:

Pickup services at the location, time, and place most convenient for you (available in select countries).

- Return label provided at your own expense:

We'll automatically refund up to \$25 for return postage costs on receipt of the item, depending on country.

You can stay on top of your returns by tracking them in **Your Orders**. To learn more, go to [Track Your Return](#).

About DHL Express Pickup

When you select this pickup option in [Your Orders](#), you'll receive a confirmation email with return instructions. 30 minutes after creating your return through the **Returns Center**, visit [MyDHL+](#) to schedule your preferred place, date, and time.

To schedule your pickup over the phone, go to [DHL](#) for a list of country-specific phone numbers.

About Return Labels Provided at Your Own Expense

If your return postage exceeds the value of the automatic refund issued by Amazon, contact Customer Service to request a refund of the remaining postage cost. If you return a defective, damaged, or incorrect item, we will refund the full postage cost and the Import Fees Deposit when your return is processed.

Returns to Third-Party Sellers

When you order from a seller that fulfills and ships their own inventory, your return is sent back to the seller instead of Amazon.com. Go to [Returns to Third-Party Sellers](#) for more information.

Not what you're searching for? Try:

- [Refunds](#)
- [About Our Returns Policies](#)
- [Check the Status of Your Refund](#)
- [Return Shipping](#)

Exchange an Item

You can exchange items that qualify for exchanges through [Your Orders](#).

To exchange an item:

1. Go to [Your Orders](#) and select Return or replace items beside the item(s) you want to exchange.
2. Select a reason for return.
3. Follow the instructions on screen.

Tip: If you don't see the order you're looking for, select the date on which you placed the order from the drop-down menu in the upper part of the page.

We'll create an exchange order using the same shipping speed used on your original item. Return the original item(s) by the 'Return By Date' provided to you at the time of return creation to avoid being charged for keeping both the original and exchange items.

The exchange order may be shipped only after you ship the original item(s) back to Amazon. We recommend that you ship back the original item(s) as soon as you request an exchange.

Can't find the item you're searching for?

Use the drop-down menu to select the date you placed the order.

No exchange option or the item was a gift?

Return the item and place a new order. Go to [Return Items You Ordered](#).

For more information about item eligibility, go to [Exchanges and Replacements](#).

Note:

- Items purchased with a promotion do not qualify for an exchange.
- Exchanges are only eligible for orders paid for with a credit or debit card.

Price change on the item you're exchanging?

Amazon does not price match. If the price of the item you're exchanging costs less than the price of your original item, we'll refund you the difference. If the new item costs more, we'll charge you for the difference in price.

Not what you're looking for? Try:

- [Returns and Refunds](#)
- [Replace a Damaged, Defective, or Broken Item](#)
- [About Our Returns Policies](#)

Get Product Support

If you need help with using your product or if it doesn't work correctly, Amazon provides free Product Support. Among these options are calls, chat, manufacturer contact details, and text or video troubleshooting guides.

Need help with your product? Go to

[Get Product Support](#)

We assist with issues such as product setup, troubleshoot, and how to use replacement within the legal guarantee window.

To get Product Support on your item:

1. Go to [Product Support](#).
2. Click on the product you need support for.
3. Select the support option that best suits your needs.

Note: The availability of these options varies depending on the item that you purchased. If product support is not available for your item, go to [Your Orders](#) to get a refund or a replacement for a damaged, defective, or broken item.

Replace a Damaged, Defective, or Broken Item

Visit **Your Orders** and we will let you know what your options are for damaged, defective, or broken items.

You can replace items eligible for replacement through [Your Orders](#). If the item doesn't have a replacement option or you received the item as a gift, you'll need to return the original item and place a new order. To return an item, visit [Returns Items You Ordered](#). To return a gift item, visit [Gift Returns](#).

To replace an item:

1. Go to [Your Orders](#) and select **Return or replace items** beside the item you want to replace.
2. Select the item that you want to replace and select a reason for return.
3. Follow the instructions on the screen.

A replacement order, with the same shipping speed as the original item, will be created. You'll need to return the original item by the 'Return By Date' provided to you at the time of return creation to avoid being charged for keeping both the original and replacement items.

The replacement order may be shipped only after you ship the original item(s) back to Amazon. We recommend you to ship back the original item(s) as soon as you request a replacement.

You may be looking for...

- For different product support options offered by Amazon, visit [Get Product Support](#).
- Missing an item? Go to [Find a Missing Item from Your Package](#).
- If tracking shows that your package was delivered but you can't locate it, visit [Find a Missing Package That Shows As Delivered](#).
- For more information about refunds, go to [Refunds](#).
- For issues related to items sold and shipped by third-party sellers, learn about our [A-to-z Guarantee](#), a free commercial warranty.

Unknown Amazon Payment Charges

An unknown Amazon charge is probably an Amazon Prime payment, a digital service payment, an Amazon Pay transaction, or a bank authorization.

If you want to review your complete transaction history, go to

[Your Transactions](#)

For help identifying the unknown charge, refer to the list of commonly seen descriptors on bank/card statements.

Descriptor	Type of Charge
AMZ*Prime Shipping Club amzn.com/bill AMAZON PRIME*A1B2C3D4Eamzn.com/bill	Charges related to Amazon Prime
Amazon.com*PMT SVC 866-749-7545 AMZ*(Company Name - e.g., Build, Age of Learning, ABC Mouse, etc.) amzn pmts (checkout) amzn.com/pmts, Kickstarter	Charges related to an Amazon Pay order
Amazon.com AMZN.COM/BILL Amazon Bookstore POS Amazon Amazon Merchandise AMAZON MKTPLACE PMTS AMZN Mktp US *A1B2C3D4E	Charges related to an Amazon.com purchase
Amazon Digital Svcs amzn.com/bill Video on Demand	Charges related to an Amazon Digital Service: <ul style="list-style-type: none">• MP3s• Kindle books

Descriptor	Type of Charge
	<ul style="list-style-type: none"> • App downloads • Video downloads • Software or game downloads • Kindle Special Offers Opt-out Fees
AmazonFresh amzn.com/fresh	Charges related to an Amazon Fresh order
Amazon Retail LLC	Charges related to an Amazon Books purchase

Unknown charges are, most of the times, explained by one of the following cases.

The unknown charge is an Amazon Prime payment

If you're an Amazon Prime member, you are charged monthly or annually, depending on your plan. View your Prime membership at [Manage Your Prime Membership](#).

The unknown charge is a digital service payment

If you purchased a digital service, such as a Prime Video channel subscription or Kindle Unlimited, you are charged monthly. View your digital service charges at [Your Digital Orders](#).

The unknown charge is a bank authorization

Amazon contacts your bank to confirm your payment method when you place an order. This authorization appears on your statement but is not an actual charge. Learn more at [Authorizations](#).

Pending or processing charges for cancelled orders

If you cancelled an order before it shipped, an authorization might be visible on your statement but is not an actual charge. Learn more at [Authorizations](#).

The unknown charge is an Amazon Pay transaction

Amazon Pay orders begin with 'P01' and are 14 digits long. Check your [Amazon Pay Account](#) for your order history. Go to the [Amazon Pay Help pages](#) for assistance.

An order was split into multiple shipments or sent to different addresses

Amazon charges your payment method when each part of the order is shipped. This is why you have separate charges on your statement.

Go to [Your Transactions](#) to match the charge amounts and dates on your statement with the associated order number.

Other common scenarios

- A family member, friend, or coworker with access to your card placed an order.
- You have additional cards associated with the credit or debit account.
- A back-ordered or preordered item shipped.
- A gift order shipped.

Not what you're looking for? Try:

- [Track Your Package](#)
- [End Your Prime Membership](#)
- [Check the Status of Your Refund](#)

Check the Status of Your Refund

You can check the status of your refund in **Your Orders**.

Where is my refund? Check the status of your refund in

[Your Orders](#)

Check your refund status

1. Go to [Your Orders](#).
2. Select **View Return/Refund Status**.
3. You'll be able to see your refund details.

You can also check the status of your refund by going to [Your Orders](#) and selecting **View order details**. The refund status is displayed in the **Order Summary**.

Missing refunds

Once we receive and process your return, we'll issue your refund. Depending on the payment method, it may take additional time for your financial institution to make funds available in your account. To track your return, visit [Track your Return](#).

For more information about our refund policies and how long it will take for you to receive your refund, go to [Refunds](#).

Instant refunds

If you have already received a refund and are expected to return the item, you can create a return request. You'll be charged if an item that is expected to be returned isn't sent back to us. Go to [Return Items You Ordered](#) for more information.

Not what you're searching for? Try:

- [Undeliverable Packages](#)
- [Authorizations](#)
- More on [Where's My Stuff?](#)

Find a Missing Item from Your Package

If you've received a package and an item from your order is missing, the item may have been shipped separately. Check [Your Orders](#).

Find a missing item shipped by Amazon

If you received your shipping package and an entire item shipped by Amazon is missing, do the following:

1. Go to [Your Orders](#) and check if the missing item is in another shipment.
2. Select **Track Package** to find the delivery date for the shipment.
3. If there is no tracking information for the missing item, Customer Service will assist you. Otherwise, you can follow the recommendations in this page.

Find a missing item shipped and sold by a third-party seller

If the item missing from your package is shipped and sold by a third-party seller, contact the seller for assistance. Go to [Contact a third-party seller](#).

Learn how to identify orders shipped and sold by a seller by visiting [Ordering from a third-party seller](#).

Part of an item is missing

Double check to confirm that the part is missing from the product packaging. If you can't find it, contact the product's manufacturer for assistance.

Manufacturer contact information can be found on the product packaging, in the paperwork included with the product, or by searching the Internet.

If you can't find contact information, or if they can't help, you can return the item. You can also return the item to us. Go to [Your Orders](#) and select **Return or Replace Items**.

Entire shipping package is missing

- If the tracking info shows as **delivered** but you can't find the package, go to [Find a Missing Package That Shows as Delivered](#) for more information.
- If the tracking info shows as **undelivered**, go to [Undeliverable Packages](#).

You received an empty package

- **If your order is shipped and sold by a third-party seller** and you receive an empty shipping package, contact the seller directly for assistance.
Visit [Contact a Third-Party Seller](#).
- **If your order was shipped by Amazon** and you receive an empty shipping package, contact our Customer Service within 30 days of expected delivery.
We'll do everything we can to help.

Not what you're looking for? Try these pages:

- [Track your package](#)
- [Late deliveries](#)
- [Your Orders](#)
- [Message Center](#)

Items that You Cannot Return

There are some items purchased on Amazon.com that you can't return. Among them are digital items, cards, and products that are unsafe for return. Devices are also non-returnable more than 30 days after delivery.

Some products are nonreturnable, such as perishables, products that may pose potential health and safety risks once sold, products with shipping restrictions, customized products made specifically for you, redeemable products, Amazon Pharmacy products, and digital products.

There are also products that are Final Sale, such as Trading Card Games and Collectibles, and specific discounted items which are nonreturnable and non-refundable.

Review the product's listing page before purchasing to confirm if it is not eligible for return. However, if an item arrives damaged, defective, unusable, materially different from what was ordered, please contact Customer Service.

Note: Contact the manufacturer directly for service, Warranty, return, and refund information. Their contact information should be in the product manual or on the packaging for the item.

The following are examples of items that cannot be returned

Hazardous Material

- Items classified as hazardous materials, such as flammable liquids or gases

Devices

- Computer laptops, desktops, and Kindles more than 30 days after delivery. Access our [Our Return Policies](#)

Digital

- Downloadable software products
- Open software
- Online subscriptions after you accessed them

Cards

- Gift cards (except as required by law)
- Prepaid game cards (for example, World of Warcraft, Xbox 360 Live, Wii Points)

Amazon Bulk Liquidations Store

- Items purchased through [Amazon Bulk Liquidations Store](#) are final sale and not returnable

Final Sale

- Discounted items that are marked as "Final Sale"
- Collectibles such as Trading Card games and Funko Pop figures and accessories

Others

- Any product from which you remove the serial number or UPC
- [Amazon Fresh and Grocery Products](#), for example food and pet food products
- Live insects
- Some jewelry orders
- Some health and personal care orders
- [Customized products](#)
- Automobiles

You May Be Interested In...

- [Replace a Damaged, Defective, or Broken Item](#)
- [Return Items You Ordered](#)
- [Find a Missing Item From Your Package](#)
- [Spilled or Damaged Amazon Fresh Items](#)
- [Incorrect, Damaged, or Missing Amazon Fresh or Whole Foods Market Items](#)

Amazon Global Store Returns

It can take up to 25 days for an item to reach us once you return it. Once the item is received at our fulfillment center, it takes 2 business days for the refund to be processed and 3-5 business days for the refund amount to show up in your account.

For most Amazon Global Store returns, you will be provided with a pre-paid UPS return label which allows you to return the item(s) to any UPS drop-off point located across the US. You can find your most convenient UPS location using the following link:

https://www.ups.com/dropoff/?loc=en_US

Not all Global Store items are eligible for a pre-paid return. In this case, you will need to return the item at your own expense. We recommend you return the item(s) using a trackable method at the carrier of your choice.

Amazon will automatically refund up to \$20 for return postage costs on receipt of the item. If your return postage costs exceed \$20, you may contact our Customer Service Center to request a refund of the remaining postage cost. If you return a defective, damaged or incorrect item, you'll be refunded the full postage cost, as well as your Import Fees Deposit, once your return is processed.

About Mistaken Returns to Amazon

Ensure you send the correct and complete item when making a return. The correct item must be returned to receive a refund.

Amazon does not store items mistakenly sent to us. If you accidentally sent the wrong item to Amazon, contact [Customer Service](#) as soon as possible. We cannot guarantee your item will be found, and no compensation is provided for incorrect items sent to Amazon. Amazon has sole discretion over the handling and disposition of all items mistakenly sent to us.

You May Be Interested In...

- [Items that You Can't Return](#)
- [Return Items you Ordered](#)
- [Find a Missing Item from Your Package](#)
- [Refunds and Exchanges](#)

Returns to Third-Party Sellers

When you order from a third-party seller that fulfills and ships its own inventory, your return is sent back to the seller instead of Amazon.

Content

1. [Request a return](#)
2. [Get return instructions](#)
3. [Package your return](#)
4. [Ship your return](#)
5. [Track your refund](#)
6. [Extra-large or heavy items](#)
7. [What to do next](#)

1. Request a return

Go to [Return Items You Ordered](#) to start your return request.

2. Get return instructions

The seller will provide one of these return methods:

- A return address in the United States
- A prepaid return label

- A full refund without returning the item

3. Package your return

- Use the original packaging or a similar-sized box
- Disassemble items that required assembly
- For electronic devices, erase any personal information, including passwords and passcodes, from items that you're returning, such as laptops, cameras, and other electronic devices. Consult the manufacturer's website or contact the manufacturer for support on how to do this.

4. Ship your return

- Use the shipping label provided by the seller
- **Items valued at \$100 or more:** Insure the shipment and use a signature service
- **Items valued over \$35:** Use a trackable shipping service
- **Items below \$35:** We suggest using the USPS delivery confirmation service

We may not be able to cover you under the A-to-z Guarantee if:

- the package doesn't arrive and you didn't use a trackable method to return or
- You refuse the shipment as a method of return.

5. Track your refund

The seller will process your refund after receiving the return.

6. Extra-large or heavy items

A package is defined as extra large or heavy if it:

- weighs more than 150 pounds
- is over 108 inches long
- exceeds a total of 165 inches in length and girth $[(2 \times \text{width}) + (2 \times \text{height})]$.

For extra-large items, you'll receive either:

- A postage-due label (you pay for shipping)
- A prepaid label from the seller

7. What to do next

If the seller doesn't offer an approved return method, you can [request an A-to-z Guarantee refund](#).

For more information about Amazon's return policies, go to [About Our Returns Policies](#).

Need to contact the seller? Go to [Contact a Third-Party Seller](#).

