

## Returning a video

You can cancel accidental Prime Video orders within 48 hours if you haven't started streaming or downloading the video.

### Cancel with Voice Command

To cancel an accidental Prime Video order via your Alexa-enabled device, say, *"Cancel my last Prime Video order."*

### Cancel Online

To cancel an accidental Prime Video order online:

1. Go to [Your Digital Orders](#).
2. Find the accidental order you'd like to cancel.
3. Select **Cancel Items**.
4. Choose a reason for the cancellation from the drop-down menu, and then click **Cancel This Purchase**.
5. After the cancellation is complete, your refund is issued to the payment method used for the order. The video is also removed from your Purchases & Rentals as a part of the refund process.

**Tip:** To prevent accidental purchases, you can turn on parental controls for your account from your [Prime Video Settings](#). To learn more, go to [Set up a Prime Video PIN](#).