

How to place orders in Amazon

To begin ordering, you may visit the Amazon website on your desktop or mobile browser. If you are using an Android phone, you may download and install the Amazon Shopping app [here](#) to place an order.

If you are using an iPhone, you may download the Amazon shopping app [here](#) to place an order.

Steps to place an order:

Select the items which you want to order.

Add those items to your "Shopping Cart".

After reviewing your shopping cart, click on "Proceed to Checkout".

You'll be prompted to sign in to Amazon.in account, you can sign in using your mobile number or email address if you already have an account.

If you're a new customer, click on "I am a new customer" option on the sign in page to create a new account.

Enter the address where you want to receive your order/select the Pickup store as per the availability by searching in the available criteria.

If it a gift for someone/ if you want your order to be gift wrapped, then select gift-wrap option and include a gift message.

Select the payment method, add the details and click on "Continue".

Review your order and click on "Place your Order" button and Pay to complete the transaction.

Note: The delivery speeds, dates and delivery address cannot be changed once an order is placed.

To explore more help pages on ordering, exchange offer, installation and save & subscribe option, [click here](#).

How to change quantity of orders in the cart

To change the quantity for items you have not yet added to the cart -

Once you click on the "Add to Cart" button and add the item to your shopping cart, enter the desired quantity in the "Quantity" dropdown option on the right side of the page.

To change the quantity for items already added to the cart -

Go to Cart, click on the quantity dropdown box to the right of the title and choose the desired quantity. The quantity number for the item and order amount will be updated automatically.

If the entered quantity is not available with us, you'll see an error message.

How to place Bulk Orders?

You can bulk order new products from Amazon Business. To order, select the following link:<https://www.amazon.in/ab/bulk-order/>

You can also access Bulk Ordering by hovering over your Account for Business menu and selecting Bulk Ordering from the drop-down menu. Enter the ISBNs or ASINs into the online form, or download a copy of the form to fill out and upload later.

Amazon Business offers the option to bulk buy products for business customers at no extra cost. You can also get an option of quantity discount.

Why am I unable to place orders?

This could be due to the following issues:

Check if there is a Payment decline. Please click [here](#) to know more about Payment issues.

The item you have selected is out of stock.

There is some technical or internet connectivity issue.

Undeliverable to selected location/pincode.

Check if there is a quantity limit.

Sometimes when FBA and seller fulfilled items are clubbed together.

What is Cash on Delivery?

Cash on Delivery is one of the payment methods for making purchases on Amazon.in. When you select Cash on Delivery as your payment method, you don't have to make any advance payment. You pay for your order only when you receive it. Click [here](#) to know more about Cash on Delivery.

How to place gift orders?

You can choose to gift-wrap any item from your shopping cart as long as it is fulfilled by Amazon. To do this, check the This will be a gift box next to the item that you want gift-wrapped. Alternatively, check the box next to Ordering a gift? during checkout. The gift options show on the Delivery & Payment page.

Products eligible for this service can be gift wrapped for just ₹30.

Visit [Gift Order](#) to know more.

How to change the payment method?

You can add or update your payment methods by selecting the payments options section in Your Account. To manage payment methods, click [here](#).

How to Update Delivery instructions?

Tell us what you'd like us to do with your parcel if you're not at home to receive it. Your delivery instructions can be accessed in multiple locations:

Your address book.

The checkout process

Your order confirmation page

The progress tracker

Select update delivery instructions under your delivery address, if this option is available. A window appears. update your delivery instructions and select Save instructions.

Note: We try to honour your delivery instructions whenever possible. However, we can't always guarantee that our carriers can meet these requests.

For more information on How to update delivery instructions, [click here](#).

Can I change or modify orders that are already placed?

You would not be able to change or modify the number of items once you have already placed an order. You can place another fresh order with the desired modifications. However, you can change your shipping preferences in Your Account at any time after placing your order as long as the order hasn't entered the shipping process yet.

I ordered a wrong item. How can I stop the order?

If you have ordered a wrong item, you can cancel the order. In case, the order is already shipped and out for delivery, you can return the order. Click on Returns and Refund FAQ for more information.

How to cancel orders?

You can cancel items or orders by visiting the Your Orders section in Your Account.

To cancel orders that aren't dispatched yet:

Go to Your Orders.

Select the item you want to cancel and click Cancel items.

Provide reasons for cancellation (optional).

Click on Cancel Checked Items.

To cancel an order that has already been dispatched:

Go to Your Orders.

Select the Request cancellation option and proceed further.

The item(s) will be returned to us for a refund (if the payment is already made).

Note: In case you're still contacted for delivery, please refuse to accept it.

For more information on cancelling orders, [click here](#).

To know more about return and refunds, [click here](#).

To add and manage address, [click here](#).

How can I order the same items again?

Follow the steps below to order an item again -

Go to Your Orders.

Click on the Buy Again Tab. You will see a list of items you had previously purchased.

Add to Cart the items you wish to purchase again.

Go to the cart and follow the onscreen instruction to complete the order.

Note: Items that are returned will not be displayed in the Buy Again tab.

Track Your Package:

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.

Find a Missing Package that Shows as Delivered:

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 Centre 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.

Shipping Speeds and Charges:

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 for Prime, Prime Lite, and Prime Shopping Edition Members:

Same-Day Delivery - Free

One-Day Delivery - Free

Two-Day Deliver - Free

Standard Delivery -Free

Charge Per Item for Non-Prime Customers:

Same-Day Delivery - ₹119

One-Day Delivery - ₹99

Two-Day Deliver - ₹79

Standard Delivery - ₹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.

Missing Tracking Information:

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.

Shipment is Late:

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

Some of the actions you can take are:

- Track your package and confirm the estimated delivery date in Your Orders. We update the information if there is a change in the estimated delivery date.
- Confirm your shipping address in Your Orders. To avoid delivery problems, keep your address information up-to-date and add delivery instructions to Your Addresses.
- Check payment processing in Your Orders.
- Wait for 48 hours to allow for any unexpected delays. We typically notify customers if any delays in delivery occurs.
- If you haven't received your order but tracking shows as delivered, go to Find a Missing Package That Shows As Delivered. Occasionally, packages are returned to us as undeliverable. Visit Undeliverable Packages for more information.

Secure Delivery with a One-Time Password:

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.

About Pay on Delivery

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

Easy Monthly Instalments (EMI)

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.

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.

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?

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

Accepted Payment Methods:

As per the new 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 starting 1st October 2022 unless you provide consent to Amazon for card tokenization. To know more about this, visit this page.

On Amazon.in, the following payment methods are available for you to make payment:

Unified Payment Interface (UPI)

Credit/Debit card

Amazon Pay Balance

Amazon Pay Later

Net Banking

Easy Monthly Installments (EMI).

For some orders, you can also choose to pay on delivery.

The details regarding the various payment methods are available here. For any issue regarding processing of payment you can visit here or contact Amazon.in customer support here.

The following cards issued in India can be used:

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

Debit Cards: Visa, Mastercard, RuPay, and Maestro

We accept all international cards.

Note:

A maximum of 20 debit/credit cards can be added to your Amazon account. To add new credit/debit card details, please remove older credit/debit card credentials and click on save 'Save card as per new RBI guidelines' checkbox to save your new card.

Payment may be split between one of the accepted credit or debit cards and an Amazon Gift Card, but payment can't be split among multiple cards.

Credit or debit cards issued outside India can't 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.

Payment Issues:

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.

Resolve a Declined Payment:

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 revised 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.

About Amazon Pay

What is Amazon Pay Balance?

Amazon Pay Balance is a digital payment solution using which you can make online transactions on merchants, including Amazon.in and our other partner websites and apps .

Balance consists of two different components which are Wallet and Gift Cards. Therefore, total Amazon Pay Balance= Amazon Pay Wallet + Amazon Pay Gift Cards.

Wallet stores all the Balance that you add yourself to Amazon Pay Balance, whereas Gifts and Credits stores your Gift Card Balance and any cashbacks or refunds that are issued to you. You can always check the amount break down from your <https://www.amazon.in/gp/payment/statement>

Does Amazon Pay Wallet expire? Are there any usage charges?

There is no validity period for Amazon Pay Wallet , however Amazon may choose to impose a validity period as and when required and mandated by the regulator. You shall receive periodic reminders before this happens on your email/ mobile. Please check our Terms and Conditions for more details. Amazon Pay doesn't impose any charges on customers for use of Amazon Pay Wallet. However, merchants may impose certain charges on your use of merchant services. Please refer the merchant terms and conditions to more details.

How do I update my account details?

You can update your Account details from Account Settings

Is it mandatory to update an official ID number in order to add Amazon Pay Balance?

As this is an RBI mandate, you should update an official ID number to your Amazon Pay Wallet in order to add money. However, you can continue using Gift Cards component without updating this information.

Amazon Pay Wallet and Wallet with UPI

How do I create a UPI ID for Amazon Pay Wallet?

You can set up Amazon Pay Wallet UPI to make payment transactions on UPI rails by registering through the Amazon app. Please note that it is not feasible for desktop to avail this option as of now.

Sign-in to your Amazon Pay Wallet on the ("Amazon App") using your Amazon.in account credentials; (Please note that the mobile number in your Amazon App should match with the mobile number of the phone on which the Amazon App is downloaded.)

Existing Amazon Pay Wallet customers can visit the 'Add Money' page on the Amazon App and activate / enable the Amazon Pay Wallet UPI Service by verifying their mobile number.

If you are not registered for Amazon Pay Wallet, you must first register for Amazon Pay Wallet with details of any valid government ID from the options available. Post this, you are required to register and verify your mobile number. For mobile number verification, choose the SIM card that has the same mobile number which is signed into Amazon account and that you want to link with Amazon Pay Wallet UPI. It may be different from the mobile number linked to the selected government ID. Once you enter the details and hit "Continue", your mobile number would be verified and, Amazon Pay Wallet UPI Services will be activated / enabled for your Amazon Pay Wallet.

I already have an existing UPI ID with Amazon. How is this different from the existing UPI ID? What is the difference between Amazon Pay Wallet UPI ID and Amazon Pay UPI ID?

Amazon Pay Wallet UPI ID (mobile#@amazonpay) is linked to your Amazon Pay Wallet, which is different from the Amazon Pay UPI ID (mobile#@apl) which is linked to your bank account. While transacting using Amazon Pay Wallet UPI ID, the money is debited from/credited into your Amazon Pay Wallet and not your bank account. To make transaction from your bank account, you can use your Amazon Pay UPI ID (mobile#@apl). You need not link your bank account in order to set-up Amazon Pay balance UPI ID. Go to Add Money page and Set-up your Amazon Pay Wallet UPI ID.

Do I have to setup a 4-digit UPI PIN for Amazon Pay Wallet UPI ID? If yes, how do I do that?

You need not set/enter UPI PIN to use the money in your Amazon Pay Wallet using Amazon Pay Wallet UPI ID (mobile#@amazonpay). Experience a 1-click payment, faster transactions and with zero failures with Amazon Pay Wallet UPI. For all the transactions done with Amazon Pay Wallet UPI handle, we ensure the validations are done by us to ensure your transactions are secure.

I am a Small Account customer. Will I be able to register to Amazon Pay Wallet UPI ID?

As a Small account customer, you will be able to register for Amazon Pay Wallet UPI ID. Your handle will be mobile#@amazonpay. With this handle, you can request money into your Amazon Pay Wallet. However, you need to upgrade to Full KYC to Send Money to any person or merchant using this handle.

Why am I not able to find the option to register for Amazon Pay Wallet UPI ID?

This feature is available for all Amazon Pay Balance users via Amazon.in app. The feature is not available on desktop.

How do I load Amazon Pay Wallet? How much time would it take?

You can top up your Amazon Pay Wallet using a debit card issued in India, credit cards, through net banking and Amazon Pay UPI. Please follow the instructions given here.

You can also top up funds to Amazon Pay Wallet by paying cash at doorstep if you are eligible. Check here to know more. Please note that you will be able to perform a maximum cash load of INR 50,000 per month.

This cash load facility is permitted only for Full KYC and Small account Amazon Pay Wallet (with cash loading facility), but not permitted for Small account(without cash loading facility).

Typically, a top up gets credited instantly, however in some cases it can extend up to 15 minutes. If you are loading Amazon Pay Wallet at doorstep through cash load, then the amount will be credited to your account in a few minutes. However, in exceptional scenarios, this may go up to 6 hours.

Are there any additional charges involved for topping up or using Wallet?

There is a charge of Wallet loading fee if top up is done through credit cards. When you add money into your Wallet via credit card, an additional fee (2.36% of the Add Money amount) deducted from the credit card.

For example, when you add INR 100 into your Wallet via credit card, a Wallet Loading Fee of INR 2.36 extra will be charged. In total INR 102.36 gets charged to the credit card and INR 100 is added into the Wallet for payment. The total amount will be shown on the payment page before completing the transaction.

Is the Wallet Loading Fee charged for all Add Money transactions?

No, only for adding money into Wallet via credit cards, Wallet Loading Fee of 2.36% is charged. You can continue to add money into Wallet with other payment instruments which are UPI, debit card, net banking without any extra fees.

Why is Wallet Loading Fee charged?

We help you load money into wallet using credit card via 1-click, provide seamless payment experience, 24x7 customer support service and instant refunds in multiple use cases on all bookings across multiple devices. For these services, we charge a nominal non-refundable fee.

Do I need to pay any additional taxes on the Wallet Loading Fee?

The Wallet Loading Fee is 2% of Add Money to Wallet amount. An additional 18% GST on the Wallet Loading Fee also gets charged for every load via credit cards. Overall, 2.36% (2% + 18% GST on fees) Wallet Loading Fees including the taxes is charged. Fee breakup will be clearly shown before adding money into the Wallet.

Where can I find the invoice of Wallet Loading Fee?

You will receive an email notification once the money is added into your Wallet. Additionally, an invoice for all Add Money transactions via credit cards will be sent with the invoice details to your registered email address. Alternatively, reach out to customer support for any queries

Is it necessary to upgrade my Amazon Pay Balance to do any transaction from the 'Wallet' portion of my Amazon Pay Balance? Why should I link UPI ID to Amazon Pay Wallet?

No, it is not mandatory to setup an Amazon Pay Wallet UPI ID to make transactions with Amazon Pay Wallet. If you don't setup an Amazon Pay Wallet UPI ID, your Amazon Pay would work same as before - you can still make online transactions on Amazon.in and our other partner websites

and apps. However, if you setup Amazon Pay Wallet Balance UPI ID, as a Full KYC PPI User you can now send money from your Amazon Pay Wallet to your friend, to any bank account, to another UPI enabled Wallet, scan and pay using Amazon Pay Wallet as well as request to receive money into your Amazon Pay Wallet (depending on your account type). Go to Add Money to Setup your Wallet UPI ID

How can I close my Amazon Pay Wallet? How do I deactivate my Amazon Pay Wallet UPI ID?

If you'd like to close your Amazon Pay Wallet account, please contact our customer service team from amazon.in/contactus

Select Deregister to deregister your Amazon Pay Wallet UPI, please contact our customer service team from amazon.in/contactus .

Using Amazon Pay Balance for Payments/ Transactions

How can I send and receive money from Amazon Pay Wallet?

You need to complete 2 steps 1. Completing Full KYC/ Online verification 2. Register UPI ID for Amazon Pay Wallet. After completing these 2 steps, as a Full KYC PPI user, you can Send/Receive money to anyone from your Amazon Pay Wallet.

Note:

Gift cards component can be used for shopping online on Amazon. Gift cards component cannot be utilized for sending money to your contacts or for making payments to all offline merchants but can be used through Scan and pay to merchants on Amazon Pay QR codes only.

Full KYC can pay to any merchant or person or transfer to bank account via Amazon Pay Wallet UPI address (your phone number@amazonpay). For Terms and conditions, please check here .

Making payment to a shop or at a website, or at an app: Full KYC PPI users can pay at shops or apps accepting payments via UPI, using the Amazon Pay Wallet UPI ID (your phone number@amazonpay)

On Merchant Website:

Enter your Amazon Pay Wallet UPI ID on the merchant website page where you select a payment method

You will receive an App notification from Amazon for your payment request.

Select the notification to review the payment request; and if all the information is accurate, confirm the payment to complete your transaction.

In case you do not receive the payment request notification on your mobile or you missed it, you can also check the payment request by selecting "Approve Payment " on the Amazon Pay page on the Amazon App and complete your transaction without any additional MPIN.

At a store / shop:

Select the "Scan and Pay" icon on Amazon Pay dashboard.

You can scan any UPI QR code. Ensure the QR code fits in the scanning frame. Alternatively, you can choose to scan the QR from the images stored in your gallery. (Note: You will have to provide access to your camera and your gallery.)

Once the QR is detected by scanner, verify the name of the payee and enter the amount.

You can select to pay from "Amazon Pay Wallet

" from the available payment methods, enter the amount and continue to complete the payment without any additional MPIN.

Gift cards component can be used for shopping online on Amazon. Gift cards component cannot be utilized for sending money to your contacts or for making payments to all offline merchants but can be used through Scan and pay to merchants on Amazon Pay QR codes only.

Fund transfers: A full KYC PPI User will also be able to use their Amazon Pay Wallet UPI ID for fund transfers to another Amazon Pay Wallet (PPI) holder or to a bank account using the below 2 options:

Fund transfer via Send Money options:

Select the "Send Money" icon on Amazon Pay Dashboard.

Choose any of the following methods to send money from your Amazon Pay Wallet to a recipient: Send to a contact, Send to a UPI ID (linked to a bank account / a Wallet, Send to a bank account, Recently Transacted.

Verify the name of the payee and enter the amount.

Select 'Pay Now' to complete the transaction without any additional MPIN.

Fund transfer via Collect request:

If you have received a payment request through UPI, you can make such payments by visiting the Amazon Pay page on the Amazon App and selecting the 'Approve Payment' request notification.

After reviewing your pending payment requests, you may either choose to decline or pay for such requests.

If you choose to pay for a given request, a request summary will be displayed on your Amazon App.

Select 'Pay Now' to complete the transaction without any additional MPIN.

If you decline the request, the payment will not be completed.

Request Money: Both Full KYC and Small account customers will be able to request money using their Amazon Pay Wallet UPI ID:

Request from UPI ID: Enter the Amazon Pay Wallet UPI ID of the sender.

Request from a contact: You can select the contact of the sender from your phone contacts.

If the selected contact has Amazon Pay Wallet UPI ID or is a saved Amazon Pay Wallet UPI ID on your Amazon app, it will populate the Amazon Pay Wallet UPI ID of the sender. Else, it will prompt you to enter the UPI ID of the sender to request money

What are the transaction limits for using Amazon Pay balance Wallet UPI ID linked to my Full KYC Wallet?

Per UPI transaction limit is INR 100,000/-

Merchant payments on UPI - Scan and pay and online merchants: Monthly spend limit INR 100,000/- for Full KYC customers

Send Money limits:

A maximum of 20 bank transfers per day.

Monthly transfer limit of INR 100,000/-.

Collect request limits: 5 collect requests from Amazon Pay Wallet UPI ID to anyone per day.

You can maximum request up to INR 2000 from Amazon Pay Wallet

UPI ID per each collect request.

You can only transact up to a maximum of INR 5,000 within 24 hours from your 1st successful transaction, including the 1st transaction through the UPI handle linked to the Amazon Pay Wallet.

Below illustrative scenarios detail out this limit:

Scenario 1: In case your first Amazon Pay Wallet UPI transaction amounts to INR 5,000, you will not be able to undertake any additional UPI transaction within the next 24 hours from this transaction.

Scenario 2: In case your first Amazon Pay Wallet UPI transaction is INR 2,000 (for example), you will be able to undertake additional UPI transactions upto INR 3,000 within the next 24 hours from this transaction.

Why am I not able to add money into Amazon Pay Wallet?

Please check the following:

The name on your Wallet must not have numbers or special characters in it.

Your Wallet should have a mobile number and an Official / government ID number added to it. Check the same from your Account Settings

It could also be that your Full KYC is pending. If this is the reason, you will be prompted to complete Full KYC.

If none of the above is an issue, then you might have reached your monthly load limit. Check your updated limit from the Add Money option.

Where do I check my Amazon Pay Wallet transactions?

All Amazon Pay Wallet transactions can be tracked from the <https://www.amazon.in/gp/payment/statement> option

Can I set up a spend limit?

Yes, you can set up a limit on the amount that you can spend from your Money in Amazon Pay Wallet . This can be done in two ways:

Set up a limit on the amount you can spend per transaction.

Set up a limit on the number of transactions you can make per day.

If you'd like to set this up, please contact us from amazon.in/contactus

Note:

This limit cannot exceed your default monthly spend limit which is Rs.10000 if you have a Small account / you have not completed full KYC

This limit cannot be applied on the 'Gifts and Credits' component of your Amazon Pay Balance.

Terms and Conditions

Privacy Notice

Auto Reload Amazon Pay balance

Amazon Pay Grievance Policies

How will I get a refund on transactions made through Amazon Pay Balance?

Refund will be processed back to the original payment method, which in this case is Amazon Pay Balance. If a transaction was partially paid through Credit card as well, then the refund will be processed to credit card and Amazon Pay Balance, respectively. Refunds for Amazon Pay Wallet UPI transactions will be issued directly to the Amazon Pay Balance. The refund time line is 2-4 business days.

I got a cash back for my Amazon Pay Balance transaction, how much time would it take to reflect into my Amazon Pay Balance?

The cashback will get added directly to the eligible customer's Amazon Pay Balance: Gift Cards within 3 days after the shipment of the product. Amazon Pay Balance can be found at <https://www.amazon.in/gp/payment/statement>. To know more about cashbacks-check here .

How can I use my Amazon Pay Balance?

When you have sufficient balance for the transaction, you can continue to use Amazon Pay Balance. If you do not have sufficient balance for the transaction, we are working on improving the experience, so that you can add money to Amazon Pay Balance directly from the Payment Selection page and use it during payment. With this change, you will have an instant refund experience for all your payments done with Amazon Pay Balance. Till then, whenever you have insufficient balance, please Add money (using UPI/Credit / Debit Card) to your Amazon Pay Balance and complete the payment. You can find Amazon Pay Balance under 'More ways to pay'. With Amazon Pay Balance, you can pay bills, shop on Amazon, and use over 10,000 apps and websites (Ola, Swiggy, Uber, etc.). You can also win exciting prizes.

Why am I not able to use Amazon Pay Balance(including Gifts & Credits) along with any other payment instrument?

Due to a temporary change on the Payment Selection Page(PSP), you cannot combine Amazon Pay Balance along with other payment instrument to make payments. We regret the

inconvenience caused. We are working to improve the experience so that you can easily Add Money to your Amazon Pay Balance from the Payment Selection page and use it during payment. With this change, you will receive an instant refund for all payments made with Amazon Pay Balance. Until then, whenever you have insufficient balance, please Add money to your Amazon Pay Balance (using UPI/Credit / Debit Card) and complete the transaction.

Why am I getting an insufficient balance error when I try to pay using Amazon Pay Balance?

You are getting this error, as you do not have sufficient balance in your Amazon Pay Balance to pay for the transaction. If you do not have sufficient balance for the transaction, we are working on improving the experience, so that you can add money to Amazon Pay Balance directly from the Payment Selection page and use it during payment. With this change, you will receive an instant refund experience for all your payments done with Amazon Pay Balance. Until then, whenever you have insufficient balance, please Add money to your Amazon Pay Balance (using UPI/Credit / Debit Card) and complete the transaction.

Why has the process of using Amazon Pay Balance changed when I do not have sufficient balance to complete the transaction?

We are working on improving the experience, so that you can add money to Amazon Pay Balance directly from the Payment Selection page and use it during payment. With this change, you will receive an instant refund experience for all your payments done with Amazon Pay Balance. Until then, whenever you have insufficient balance, please Add money to your Amazon Pay Balance (using UPI/Credit / Debit Card) and complete the transaction. You can find your Amazon Pay Balance under 'More ways to pay'.