

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

#### Return Items You Ordered

- [Track Your Return](#)
- [About Our Returns Policies](#)
- [Return a Gift](#)
- [Return a Gift Using a Gift Receipt](#)
- [Send a Gift Receipt](#)
- [International Returns](#)
- [Free Returns on Fashion Items](#)
- [Items that You Can't Return](#)
- [Cancel a Return](#)
- [Returns to Third-Party Sellers](#)
- [Amazon Global Store Returns](#)
- [About Mistaken Returns to Amazon](#)
- [Return Shipping Cost](#)

### Quick solutions

- [Your Orders  
Track or cancel orders](#)
- [Returns & Refunds  
Exchange or return items](#)
- [Manage Prime  
Cancel or view benefits](#)
- [Payment Settings  
Add or edit payment methods](#)
- [Carrier Info  
Shipping carrier information](#)
- [Account Settings  
Change email or password](#)

### Find more solutions


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

## 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.



Need to return an item shipped by Amazon? Go to

[Your Orders](#)

#### 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.

Was this information helpful?

[Yes](#) [No](#)

[Back to top](#)

#### Get to Know Us

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices  
Amazon Science

#### Make Money with Us

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business  
Advertise Your Products  
Self-Publish with Us  
Become an Amazon Hub Partner

› See More Ways to Make Money

#### Amazon Payment Products

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

#### Let Us Help You

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices  
Recalls and Product Safety Alerts  
Registry & Gift List  
Help



English United States

Amazon Music  
Stream millions of songs

Amazon Ads  
Reach customers wherever they spend their time

6pm  
Score deals on fashion brands

AbeBooks  
Books, art & collectibles

ACX  
Audiobook Publishing Made Easy

Sell on Amazon  
Start a Selling Account

Veeqo  
Shipping Software Inventory Management

Amazon Business  
Everything For Your Business

Amazon Fresh  
Groceries & More Right To Your Door

AmazonGlobal  
Ship Orders Internationally

Home Services  
Experienced Pros Happiness Guarantee

Amazon Web Services  
Scalable Cloud Computing Services

Audible  
Listen to Books & Original Audio Performances

Box Office Mojo  
Find Movie Box Office Data

Goodreads  
Book reviews & recommendations

IMDb  
Movies, TV & Celebrities

IMDbPro  
Get Info Entertainment Professionals Need

Kindle Direct Publishing  
Indie Digital & Print Publishing Made Easy

Amazon Photos  
Unlimited Photo Storage Free With Prime

Prime Video Direct  
Video Distribution Made Easy

Shopbop  
Designer Fashion Brands

Amazon Resale  
Great Deals on Quality Used Products

Whole Foods Market  
America's Healthiest Grocery Store

Woot!  
Deals and Shenanigans

Zappos  
Shoes & Clothing

Ring  
Smart Home Security Systems

eero WiFi  
Stream 4K Video in Every Room

Blink  
Smart Security for Every Home

Neighbors App  
Real-Time Crime & Safety Alerts

Amazon Subscription Boxes

PillPack  
Pharmacy Simplified

Amazon Renewed  
Like-new products you can trust

Top subscription  
boxes – right to  
your door

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)   
© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders
All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

[Return Items You Ordered](#)

#### Track Your Return

[About Our Returns Policies](#)
[Return a Gift](#)
[Return a Gift Using a Gift Receipt](#)
[Send a Gift Receipt](#)
[International Returns](#)
[Free Returns on Fashion Items](#)
[Items that You Can't Return](#)
[Cancel a Return](#)
[Returns to Third-Party Sellers](#)
[Amazon Global Store Returns](#)
[About Mistaken Returns to Amazon](#)
[Return Shipping Cost](#)

### Quick solutions


[Your Orders](#)  
Track or cancel orders

[Returns & Refunds](#)  
Exchange or return items

[Manage Prime](#)  
Cancel or view benefits

[Payment Settings](#)  
Add or edit payment methods

[Carrier Info](#)  
Shipping carrier information

[Account Settings](#)  
Change email or password

### Find more solutions


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

## 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](#)

Was this information helpful?

 Yes

 No

[Back to top](#)

### Get to Know Us

[Careers](#)

### Make Money with Us

[Sell on Amazon](#)

### Amazon Payment Products

[Amazon Visa](#)

### Let Us Help You

[Your Account](#)

Amazon Newsletter	Sell apps on Amazon	Amazon Store Card	Your Orders
About Amazon	Supply to Amazon	Amazon Secured Card	Shipping Rates & Policies
Accessibility	Protect & Build Your Brand	Amazon Business Card	Amazon Prime
Sustainability	Become an Affiliate	Shop with Points	Returns & Replacements
Press Center	Become a Delivery Driver	Credit Card Marketplace	Manage Your Content and Devices
Investor Relations	Start a Package Delivery Business	Reload Your Balance	Recalls and Product Safety Alerts
Amazon Devices	Advertise Your Products	Gift Cards	Registry & Gift List
Amazon Science	Self-Publish with Us	Amazon Currency Converter	Help
	Become an Amazon Hub Partner		
	› See More Ways to Make Money		



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDBPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All Search Amazon

EN Hello, sign in Account & Lists Returns & Orders

All Medical Care Best Sellers Prime Amazon Basics Music New Releases Today's Deals Groceries Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

- [Return Items You Ordered](#)
- [Track Your Return](#)
- [About Our Returns Policies](#)
- [Return a Gift](#)
- [Return a Gift Using a Gift Receipt](#)
- [Send a Gift Receipt](#)
- [International Returns](#)
- [Free Returns on Fashion Items](#)
- [Items that You Can't Return](#)
- [Cancel a Return](#)
- [Returns to Third-Party Sellers](#)
- [Amazon Global Store Returns](#)
- [About Mistaken Returns to Amazon](#)
- [Return Shipping Cost](#)

### Quick solutions

- [Your Orders](#)  
Track or cancel orders
- [Returns & Refunds](#)  
Exchange or return items
- [Manage Prime](#)  
Cancel or view benefits
- [Payment Settings](#)  
Add or edit payment methods
- [Carrier Info](#)  
Shipping carrier information
- [Account Settings](#)  
Change email or password

### Find more solutions



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

## About Our Returns Policies

Amazon.com and most sellers on Amazon.com offer returns for items within 30 days of receipt of shipment.



Need to return an item? Go to the

[Returns Center](#)

**2024 Holiday Season Extended Return Window:** For the 2024 holiday season, most items purchased between November 1 and December 31, 2024 can be returned through January 31, 2025. Apple brand products purchased between November 1 and December 31, 2024 can be returned through January 15, 2025.

## Amazon.com Returns Policy

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

- For information about products that can't be returned, see [Items that Can't be Returned](#).
- To determine if a product sold by Amazon.com has a longer return timeline, locate the product type below. If the product type isn't listed or doesn't state another returns time frame, our standard 30-day return policy applies.
- While most sellers offer a returns policy equivalent to Amazon's, some seller returns policies may vary. If the seller's listing is eligible for Amazon Prime, it will be subject to the same return policies as items fulfilled by Amazon.com that are outlined on this page. For more information about returning to third-party sellers, see [Returns to Third-Party Sellers](#).
- For products purchased from the Amazon Global Store, see [Amazon Global Store Returns](#).
- For more information on refund timing and amounts (including partial refunds and restocking fees), see [Refunds](#).
- If you have returned an item to Amazon by mistake or included something not intended for Amazon in a return, see [Mistaken Returns](#).
- If you have already received a refund and are expected to return the item, you can create a return request. For more information about how to create a returns request see [Return Items You Ordered](#). You will be charged if an item that is expected to be returned is not sent back to us.
- If the item has already been sent back to us and you have received an email asking you return it or have been charged for item, we will reverse the charge as soon as the return is processed by us. It might take additional time for your financial institution to make funds available in your account.
- To prevent and detect fraud and abuse, in some circumstances Amazon may require additional information and documentation from you, such as a government-issued photo identification, to consider processing a return or providing a refund or replacement. All personal information you provide will be handled in accordance with our Privacy Notice, which is linked at the bottom of this page.

[Amazon Alexa Voice Shopping](#)

[Amazon Bulk Liquidations Store](#)  
[Amazon Devices](#)  
[Amazon Fresh and Grocery Items](#)  
[Amazon Handmade](#)  
[Amazon Haul](#)  
[Amazon Photos](#)  
[Amazon Pharmacy](#)  
[Amazon Renewed](#)  
[Amazon Resale](#)  
[Automobiles](#)  
[Automotive Items](#)  
[Baby Items](#)  
[Birthday Gift List](#)  
[Buyer's Club Purchases](#)  
[Clothing and Accessories](#)  
[Collectibles \(sports & entertainment\)](#)  
[Collectible Coins](#)  
[Computers and Electronics](#)  
[Custom Gift List](#)  
[Customized Products](#)  
[Digital Products](#)  
[Fine Art](#)  
[Furniture](#)  
[Gift Cards](#)  
[Hazardous Materials](#)  
[Jewelry and Watches](#)  
[Live Plants or Insects](#)  
[Luxury Stores](#)  
[Major Appliances](#)  
[Mattresses](#)  
[Pet Food](#)  
[Pre-Paid Phone or Game Cards](#)  
[Software and Video Games](#)  
[Televisions](#)  
[Tickets](#)  
[Wedding Registry Items](#)

## Amazon Alexa Voice Shopping

Non-digital products purchased using Alexa are eligible for free returns, except for Amazon Pharmacy purchases, which are subject to Amazon Pharmacy's return policy. To return a product purchased using Alexa, process your return as normal in the Returns Center. We'll automatically refund you any shipping charges applied to the return. You should see the shipping refund within 7 days of receiving your product refund.

For songs or albums accidentally purchased from our Digital Music Store using Alexa, see [Digital Products](#).

## Amazon Bulk Liquidations Store

Amazon Bulk Liquidations Store sales are final and not eligible for return.

## Amazon Devices

- Amazon-branded devices such as Kindle e-readers, Fire tablets, Amazon Fire TV devices, and Echo devices and their accompanying Amazon-branded accessories purchased from Amazon.com can be returned within 30 days of receipt of shipment as long as they remain in the same condition as the date of purchase.
- All Amazon-branded devices and accessories that are returned and for which a refund or replacement is given will become the property of Amazon upon receipt.
- For more information about returning Amazon devices and accessories, including instructions for returning, please see the [Amazon Device Return FAQs](#).

[Back to the top](#)

## Amazon Fresh and Grocery Items

- Grocery items (including Amazon Fresh items) and wine are not returnable to Amazon but may be refunded or replaced.
- See [About Spilled or Damaged Amazon Fresh Items](#) for information on requesting a refund.

[Back to the top](#)

## Amazon Handmade

- Products sold by Handmade Makers are subject to the standard A-to-z Guarantee policies for Amazon. The exception to this are items that are purchased with optional customization options, other than size and color. See Customized Products for additional details.

[Back to the top](#)

## Amazon Haul

- Amazon Haul gladly accepts returns on all eligible items initiated within 15 days of delivery and offers free return shipping, where available.
- Amazon Haul products equal to or under \$3.00 are not eligible for return.
- Amazon Haul products must be returned in new, unused, and unaltered condition. This includes any attached tags and, where applicable, hygiene seals.

[Back to the top](#)

## Amazon Photos

- Amazon Photos printed products are not returnable to Amazon but may be refunded or replaced.

[Back to the top](#)

## Amazon Pharmacy

- We're unable to accept returns. This includes 6-month supplies of a medication, if your prescription changes, and you need to switch medications. If you notice any quality-related issues like errors or tampering with an order you have received, please contact Amazon Pharmacy Customer Care at 1-855-745-5725 immediately.

[Back to the top](#)

## Amazon Renewed

- Products on Amazon Renewed are backed by the [Amazon Renewed Guarantee](#) where specifically mentioned on the product detail page. With this guarantee, you are eligible for a replacement or refund within 90 days of receiving the product (or within 1 year of receipt of a Renewed Premium product) if you are not satisfied.
- Amazon Renewed products can be returned within 90 days of receipt of shipment (or within 1 year of receipt of a Renewed Premium product), and qualify for free return shipping.

[Back to the top](#)

## Amazon Resale

- In most cases, used or open box items purchased from Amazon Resale and shipped from Amazon.com can be returned within 30 days of receipt of shipment. Some products have different policies or requirements associated with them.
- Amazon Renewed items sold by Amazon Resale can be returned within 90 days of receipt of shipment.

[Back to the top](#)

## Automobiles

- Automobiles purchased through Amazon.com are not eligible for return.

[Back to the top](#)

## Automotive Items

- If you've purchased a defective automotive item, shipped from and sold by Amazon.com, that is covered by a published manufacturer warranty, Amazon honors the warranty. Amazon will either replace the item or refund the cost of the item for the life of the published warranty.

[Back to the top](#)

## Baby Items

- Baby items can be returned within 90 days of receipt of shipment.
- Gifts purchased from a Baby Registry can be returned within 365 days after receipt of shipment.
- Breast pumps must be returned unused in their original condition with the factory seal and packaging intact.
- If your return is not a result of an Amazon error, we won't refund the original shipping fees.

[Back to the top](#)

## Birthday Gift List

- Items purchased from your Amazon Birthday Gift List as a gift can be returned within 90 days of delivery.
- Items purchased by the registry owner are subject to the standard 30-day Amazon.com Return Policy.

[Back to the top](#)

## Buyer's Club Purchases

- **Amazon cannot issue a replacement or a refund for lost or damaged items that you send to a third-party for the purpose of resale.** Amazon is not responsible for any damage, defect, material difference, or loss that occurs to items after the items are delivered to a third-party resale business or buyer's club. This means that Amazon will not provide a replacement or a refund for any lost or damaged items after they are delivered to a resale business. If an item arrives from Amazon damaged, please instruct the resale business to refuse delivery. We will issue a refund when the item is returned to Amazon. Amazon will not engage with a resale business or buyer's club that did not make a purchase directly from Amazon.

[Back to the top](#)

## Clothing and Accessories

- You can return clothing and accessories up to 30 days after the delivery date.
- Items from [The Drop](#) Collections are eligible for returns, but a return shipping fee will be deducted from your refund due because the item is made-on-demand for you.

[Back to the top](#)

## Collectibles (sports & entertainment)

- You must return collectible items with a value of \$35 or more using a trackable method. Items with a value more than \$500, must also be insured.
- All product packaging (boxes, manuals, warranty cards, etc.) and certificates of authenticity, grading, and appraisal must be returned with the item.
- Any items returned without original documentation will be rejected.
- Before shipping a return, photograph the item for your records.

[Back to the top](#)

## Collectible Coins

- To request return information, contact the third-party seller within 14 days of receipt. Your return must be postmarked within 30 days of the date you received the item.
- Items with a value of \$35 or more must be returned using a trackable shipping method.
- Before shipping a return, photograph the item for your records.
- Graded Coins and Original Government Packaged Coins must be returned in their original packaging, along with any supporting documentation.
- Returns without the original packaging and documentation will be rejected.
- Collectible Coins that have been damaged or otherwise altered after delivery will not be accepted for return.

[Back to the top](#)

## Computers and Electronics

- New desktops, laptops, tablets, and other electronics (excluding televisions, Amazon-branded devices and Amazon Renewed products) purchased from Amazon.com that didn't start when they arrived, arrived in damaged condition, or are still in an unopened box can be returned for a full refund within 30 days of delivery.
- Apple Brand products and Boost Infinite Brand products (excluding Amazon Renewed) purchased in Amazon.com can be returned within 15 days of delivery.
- Amazon.com may test products that are returned by customers because they didn't start when they arrived and impose a customer fee equal to 15 percent of the product sales price if the customer misrepresents the condition of the product.
- Any returned product that is damaged through customer misuse, is missing parts, or is in unsellable condition due to customer tampering may result in the customer being charged a higher restocking fee based on the condition of the product.
- New, used, and refurbished products purchased from sellers other than Amazon.com are subject to the returns policy of the applicable seller.
- Contact the manufacturer directly for product registration and warranty-related information.

**Note:** Before returning items on which you've saved personal information, erase this information completely by following manufacturer instructions.

[Back to the top](#)

## Custom Gift List

- Items purchased from your Amazon Custom Gift List as a gift can be returned within 90 days of delivery.
- Items purchased by the registry owner are subject to the standard 30-day Amazon.com Return Policy.

[Back to the top](#)

## Customized Products

Custom products are not returnable but may be refunded or replaced within 30 days of delivery if the products are damaged/defective upon arrival, or materially different from what was ordered. If there is a misspelling or error in the configuration, inscription, or design due to a mistake by the third-party seller, you are protected per the [Amazon A-to-z Guarantee](#).

[Back to the top](#)

## Digital Products

- Unless otherwise specified, games, software downloads, and purchases from the Amazon Appstore, the Amazon Digital Music store, the Amazon Luna store or the Amazon Video store are not returnable after purchase.
- Books accidentally purchased from the Kindle Store can be returned within seven days of purchase. You may not be eligible for a refund if a book has been partially read or if we detect account abuse. Once a refund is issued, you won't have access to the book. To request a refund and return content, visit Manage Your Content and Devices. Then select the **Actions** button next to the title you'd like to return, and select **Return for Refund**.
- Kindle books you receive as a gift are eligible for exchange for an Amazon.com Gift Card before acceptance.
- Subscriptions to titles in the Newsstand section of the Kindle Store (magazines, newspapers, and blogs) can be canceled at any time by visiting Manage Your Content and Devices. For more information, see [Kindle Magazines and Newspapers](#).

- Digital educational resources can be returned within seven days of purchase for a resource that has not yet been downloaded.
- Amazon-Sold Add-Ons purchased from Amazon Luna may be eligible for a refund within 90 days of purchase, depending on the circumstances of your order. To request a refund, contact Amazon customer service for assistance.
- Songs or albums accidentally purchased from our Digital Music Store using Alexa are eligible for return and refund if we receive your request within 7 days of the date of purchase. To request a refund, contact customer service.

[Back to the top](#)

## Fine Art

- Fine Art items with a value of \$35 or more must be returned using a trackable shipping method. Items with a value more than \$500 must also be insured.
- All product packaging (boxes, etc.) and certificates of authenticity and appraisal must be returned with the item.
- Any Fine Art item returned without original documentation will be rejected.
- Any Fine Art items that have been damaged, or otherwise altered after delivery, won't be accepted for return.
- Before sending a Fine Art return, photograph the item for your records.

[Back to the top](#)

## Furniture

- Furniture items are returnable for any reason within 30 days of receipt of shipment.
- If the item is damaged or defective, Amazon will help you solve the problem, or provide a free return or replacement.
- Contact the manufacturer directly for product registration and warranty-related information.

[Back to the top](#)

## Gift Cards

- Gift Cards are not returnable after purchase (except as required by law).
- For more information about Gift Card limitations, see [Amazon.com Gift Card Terms & Conditions](#).

[Back to the top](#)

## Hazardous Materials

- Hazardous materials, including flammable liquids or gases are not returnable to Amazon.
- Contact the manufacturer directly for service, warranty, return, and refund information.

[Back to the top](#)

## Jewelry and Watches

- Jewelry and watch items with a value of \$35 or more must be returned using a trackable shipping method.
- All product packaging (boxes, manuals, warranty cards, etc.) and certificates of authenticity, grading, and appraisal must be returned with the item.
- Any items returned without original documentation will be rejected.
- Items that have been resized, damaged, or otherwise altered after delivery won't be accepted for return.

[Back to the top](#)

## Live Plants or Insects

- Fresh flowers, live indoor plants, or insects are not returnable to Amazon, but may be refundable.

[Back to the top](#)

## Luxury Stores

The following guidelines apply to all return-eligible [Luxury Stores](#) products, and returns that fail to adhere to these guidelines may be rejected. Luxury Stores gladly accepts returns on all eligible items within 30 days of delivery and offers free return shipping.

- Beauty products made of hazardous materials, including flammable liquids or gases, are not returnable to Amazon. These products will not display a "free returns" message on the product detail page.
- Luxury Store products must be returned in new, unused, and unaltered condition. This includes any attached tags (product tags and security tags), and where applicable, hygiene seals and related accessories. Accessories include but are not limited to; duster bags, garment bags, removable accessories or attachments, spare parts.
  - **Shoes:** When trying on shoes, stand on a carpeted surface to protect the soles. The shoebox forms part of the product and should remain intact by placing it in an outer shipping container when sending back to us, otherwise it will not be accepted.
  - **Lingerie & Swimwear:** Briefs, swimsuits and bikini bottoms should be tried on over underwear, without removing the protective adhesive strip.
  - **Bags:** Please handle light-colored bags and accessories carefully if you are still deciding whether you will be keeping the item. Please note that dark items of clothing can transfer dye to light-colored items.
- Product packaging and documentation should also be returned with Luxury Stores products.
  - This includes the brand packaging (provided by the luxury brand directly, different from the Luxury Stores packaging). Additionally, products should be returned in any original protective packaging to prevent damage during return shipping.
  - For product documentation, this includes but is not limited to any certificates of authenticity, grading, and warranty cards.
- Items must be returned using the return label we provide. In rare cases where a return label is not provided, please contact [Luxury Stores Customer Service](#).
- We may monitor customer return activity and take appropriate action (including but not limited to denial of refund) if account abuse and/or activity in violation of our return policy is detected. If we receive a return of an item different from the item purchased, we may delay the refund to allow time for proper review or dispose of the item without compensation.

[Back to the top](#)

## Major Appliances

- Major appliances are returnable for any reason within 30 days of receipt of purchase
- At the point of delivery, unbox and check that the item is correct and free from damage. If the item is wrong or damaged, tell the delivery personnel and don't accept the delivery. They will help you to arrange a free replacement or a refund.
- If you notice that the item is damaged or defective after delivery, Amazon will help you solve the problem, or provide a free return or replacement.
- Contact the manufacturer directly for product registration and warranty-related information.

[Back to the top](#)

## Mattresses

- You can request a return or refund for any reason within 100 days of receipt of shipment.
- We accept both opened and unopened mattresses.
- Carriers may refuse to accept the return of any mattress due to unsanitary conditions, stains, or infestation.
- Contact the manufacturer directly for product registration and warranty-related information.
- If you're a California resident and have a question related to the removal of mattresses, go to [Special Delivery Options for Large and Bulky Items](#).

[Back to the top](#)

## Pet Food

- Pet food and similar products are not returnable to Amazon, but may be refundable.

[Back to the top](#)

## Pre-Paid Phone or Game Cards

- Pay As You Go (or prepaid) phone cards or prepaid game cards (World of Warcraft, Xbox 360 Live, Wii Points, etc.) are not returnable to Amazon.

[Back to the top](#)

## Software and Video Games

- Software and video games can be returned for a full refund within 30 days of purchase. Returned software or video games that are activated, used, or missing parts will incur up to a 100% restocking fee.

[Back to the top](#)

## Televisions

- Televisions are returnable for any reason within 30 days of receipt of shipment.
- Returns for televisions must be in new condition, in original packaging, and with all personal data removed via factory reset.
- If the item is damaged or defective, Amazon will provide a free return or replacement.
- Contact the manufacturer directly for product registration and warranty-related information.

[Back to the top](#)

## Tickets

- Theme park tickets are not returnable after purchase.

[Back to the top](#)

## Wedding Registry Items

- Items purchased from your Amazon Wedding Registry as a gift can be returned within 180 days of delivery.
- Items purchased by the registry owner are subject to the standard 30-day Amazon.com Return Policy.

[Back to the top](#)

Was this information helpful?

Yes  No

[Back to top](#)

### Get to Know Us

- Careers
- Amazon Newsletter
- About Amazon
- Accessibility
- Sustainability
- Press Center
- Investor Relations
- Amazon Devices

### Make Money with Us

- Sell on Amazon
- Sell apps on Amazon
- Supply to Amazon
- Protect & Build Your Brand
- Become an Affiliate
- Become a Delivery Driver
- Start a Package Delivery Business

### Amazon Payment Products

- Amazon Visa
- Amazon Store Card
- Amazon Secured Card
- Amazon Business Card
- Shop with Points
- Credit Card Marketplace
- Reload Your Balance
- Gift Cards

### Let Us Help You

- Your Account
- Your Orders
- Shipping Rates & Policies
- Amazon Prime
- Returns & Replacements
- Manage Your Content and Devices

<b>Amazon Science</b> <a href="#">Advertise Your Products</a> <a href="#">Self-Publish with Us</a> <a href="#">Become an Amazon Hub Partner</a> <a href="#">› See More Ways to Make Money</a>	<a href="#">Amazon Currency Converter</a>  	<a href="#">Recalls and Product Safety Alerts</a> <a href="#">Registry &amp; Gift List</a> <a href="#">Help</a>
---	---	---


English
United States

<b>Amazon Music</b> Stream millions of songs	<b>Amazon Ads</b> Reach customers wherever they spend their time	<b>6pm</b> Score deals on fashion brands	<b>AbeBooks</b> Books, art & collectibles	<b>ACX</b> Audiobook Publishing Made Easy	<b>Sell on Amazon</b> Start a Selling Account	<b>Veeqo</b> Shipping Software Inventory Management
<b>Amazon Business</b> Everything For Your Business	<b>Amazon Fresh</b> Groceries & More Right To Your Door	<b>AmazonGlobal</b> Ship Orders Internationally	<b>Home Services</b> Experienced Pros Happiness Guarantee	<b>Amazon Web Services</b> Scalable Cloud Computing Services	<b>Audible</b> Listen to Books & Original Audio Performances	<b>Box Office Mojo</b> Find Movie Box Office Data
<b>Goodreads</b> Book reviews & recommendations	<b>IMDb</b> Movies, TV & Celebrities	<b>IMDbPro</b> Get Info Entertainment Professionals Need	<b>Kindle Direct Publishing</b> Indie Digital & Print Publishing Made Easy	<b>Amazon Photos</b> Unlimited Photo Storage Free With Prime	<b>Prime Video Direct</b> Video Distribution Made Easy	<b>Shopbop</b> Designer Fashion Brands
<b>Amazon Resale</b> Great Deals on Quality Used Products	<b>Whole Foods Market</b> America's Healthiest Grocery Store	<b>Woot!</b> Deals and Shenanigans	<b>Zappos</b> Shoes & Clothing	<b>Ring</b> Smart Home Security Systems	<b>eero WiFi</b> Stream 4K Video in Every Room	<b>Blink</b> Smart Security for Every Home
<b>Neighbors App</b> Real-Time Crime & Safety Alerts	<b>Amazon Subscription Boxes</b> Top subscription boxes – right to your door	<b>PillPack</b> Pharmacy Simplified	<b>Amazon Renewed</b> Like-new products you can trust			

[Conditions of Use](#)  
 [Privacy Notice](#)  
 [Consumer Health Data Privacy Disclosure](#)  
 [Your Ads Privacy Choices](#)
  
 © 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All Search Amazon

EN Hello, sign in Account & Lists Returns & Orders

All Medical Care Best Sellers Prime Amazon Basics Music New Releases Today's Deals Groceries Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

- Return Items You Ordered
- Track Your Return
- About Our Returns Policies
- Return a Gift**
  - Return a Gift Using a Gift Receipt
  - Send a Gift Receipt
  - International Returns
  - Free Returns on Fashion Items
  - Items that You Can't Return
  - Cancel a Return
  - Returns to Third-Party Sellers
  - Amazon Global Store Returns
  - About Mistaken Returns to Amazon
  - Return Shipping Cost

### Quick solutions

- Your Orders  
Track or cancel orders
- Returns & Refunds  
Exchange or return items
- Manage Prime  
Cancel or view benefits
- Payment Settings  
Add or edit payment methods
- Carrier Info  
Shipping carrier information
- Account Settings  
Change email or password

### Find more solutions



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

## Return a Gift

The **Returns Center** allows gift recipients to return items marked as a gift at the time of purchase.



To return a gift, visit our or go directly to

[Returns Center](#)

[Gift Returns](#)

### How to Return a Gift:

1. Go to the [Online Returns Center](#). If prompted, sign in to your Amazon account or [create one](#) if you don't have one.
2. Enter the order number for the item that you want to return.
3. Select **Search**.
4. Select the items that you want to return and the return reason from the drop-down menu. For items sold by a third-party seller, select **Submit Return Request**. Some Amazon sellers review return requests before authorizing them.
5. Select your preferred return method.
6. Follow the instructions on the screen.

### Find the Order Number of Your Gift Return

- You can find your 17-digit order number on your packing slip or on the digital gift receipt we emailed you.
- If you cannot locate your packing slip or digital gift receipt, but have the tracking number from the shipping, contact us.
- If you cannot locate the order ID or tracking number, the gift purchaser will need to contact us.

### How We Process Your Refund

- Gift recipients aren't eligible for instant refunds. If you're the gift recipient, we'll process your refund as an Amazon.com Gift Card after we receive your return. The refund amount goes to the gift card balance of the Amazon account that you used to generate your return.
- If you're the gift purchaser, you can receive a refund to your gift card balance or the original payment method. All refunds are subject to our refund policies and timelines outlined in [Refunds](#).
- Gift items valued at more than \$2000 can only be refunded to the original payment method of the purchaser of the gift.

### Exchange a Gift

If you received a gift and need an exchange or replacement, return the gift for a refund and place a new order. If you're the gift purchaser, you can request a replacement in [Your Orders](#).

### Things to Consider Before a Gift Return

- A returned item must be in the same condition in which it was received (including accessories), as stated in our [Returns Policy](#). You may receive a partial refund for returned items not received in this condition. For more information, visit the [Refunds](#) Help page.

- Before you return items on which you've saved personal information (laptops, cameras, or other electronic devices), erase this information completely.
- To receive the correct refund, don't include items from multiple orders or shipments in the same return box.

### How to Track Your Gift Returns

Track your return through the Return Summary email that you received after requesting your return or in the [Returns Center](#).

### Not What You're Searching For? Try:

- [Return a Package at an Amazon Hub Locker](#)
- [Return Items You Ordered](#)
- [Returns and Refunds](#)

Was this information helpful?

[Yes](#) [No](#)

[Back to top](#)

### Get to Know Us

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices  
Amazon Science

### Make Money with Us

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business  
Advertise Your Products  
Self-Publish with Us  
Become an Amazon Hub Partner

› See More Ways to Make Money

### Amazon Payment Products

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

### Let Us Help You

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices  
Recalls and Product Safety Alerts  
Registry & Gift List  
Help



English

United States

Amazon Music  
Stream millions of songs

Amazon Ads  
Reach customers wherever they spend their time

6pm  
Score deals on fashion brands

AbeBooks  
Books, art & collectibles

ACX  
Audiobook Publishing Made Easy

Sell on Amazon  
Start a Selling Account

Veeqo  
Shipping Software Inventory Management

Amazon Business  
Everything For Your Business

Amazon Fresh  
Groceries & More Right To Your Door

AmazonGlobal  
Ship Orders Internationally

Home Services  
Experienced Pros Happiness Guarantee

Amazon Web Services  
Scalable Cloud Computing Services

Audible  
Listen to Books & Original Audio Performances

Box Office Mojo  
Find Movie Box Office Data

Goodreads  
Book reviews & recommendations

IMDb  
Movies, TV & Celebrities

IMDbPro  
Get Info Entertainment Professionals Need

Kindle Direct Publishing

Amazon Photos  
Unlimited Photo Storage Free With Prime

Prime Video Direct  
Video Distribution Made Easy

Shopbop  
Designer Fashion Brands

Indie Digital &  
Print Publishing  
Made Easy

Amazon Resale  
Great Deals on  
Quality Used  
Products

Whole Foods  
Market  
America's  
Healthiest  
Grocery Store

Woot!  
Deals and  
Shenanigans

Zappos  
Shoes &  
Clothing

Ring  
Smart Home  
Security Systems

eero WiFi  
Stream 4K Video  
in Every Room

Blink  
Smart Security  
for Every Home

Neighbors App  
Real-Time Crime  
& Safety Alerts

Amazon  
Subscription Boxes  
Top subscription  
boxes – right to  
your door

PillPack  
Pharmacy  
Simplified

Amazon Renewed  
Like-new products  
you can trust

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#) 

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care Best Sellers Prime Amazon Basics Music New Releases Today's Deals Groceries Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

- [Return Items You Ordered](#)
- [Track Your Return](#)
- [About Our Returns Policies](#)
- [Return a Gift](#)
- [\*\*Return a Gift Using a Gift Receipt\*\*](#)
- [Send a Gift Receipt](#)
- [International Returns](#)
- [Free Returns on Fashion Items](#)
- [Items that You Can't Return](#)
- [Cancel a Return](#)
- [Returns to Third-Party Sellers](#)
- [Amazon Global Store Returns](#)
- [About Mistaken Returns to Amazon](#)
- [Return Shipping Cost](#)

### Quick solutions

- [Your Orders](#)  
Track or cancel orders
- [Returns & Refunds](#)  
Exchange or return items
- [Manage Prime](#)  
Cancel or view benefits
- [Payment Settings](#)  
Add or edit payment methods
- [Carrier Info](#)  
Shipping carrier information
- [Account Settings](#)  
Change email or password

### Find more solutions


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

## Return a Gift Using a Gift Receipt

You can return a gift using a gift receipt.



To Return a Gift, visit the website link on the gift receipt or go to

[Gift Returns](#)

### To return a gift using a gift receipt:

1. Visit the website link on the gift receipt.
2. To complete your return, follow the instructions.

### About gift returns

For more information about gift returns, or if you're having issues using a gift receipt, visit [Return a Gift](#).

### Not what you're searching for? Try:

[Replace a Damaged, Defective, or Broken Item](#)
[Track Your Package](#)
[Check the Status of Your Refund](#)
[Cancel Items and Orders](#)
[Change Your Order Information](#)
[Return Items You Ordered](#)

Was this information helpful?

 Yes

 No

[Back to top](#)

### Get to Know Us

- [Careers](#)
- [Amazon Newsletter](#)

### Make Money with Us

- [Sell on Amazon](#)
- [Sell apps on Amazon](#)
- [Supply to Amazon](#)

### Amazon Payment Products

- [Amazon Visa](#)
- [Amazon Store Card](#)
- [Amazon Secured Card](#)

### Let Us Help You

- [Your Account](#)
- [Your Orders](#)

About Amazon	Protect & Build Your Brand	Amazon Business Card	Shipping Rates & Policies
Accessibility	Become an Affiliate	Shop with Points	Amazon Prime
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Returns & Replacements
Press Center	Start a Package Delivery Business	Reload Your Balance	Manage Your Content and Devices
Investor Relations	Advertise Your Products	Gift Cards	Recalls and Product Safety Alerts
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Registry & Gift List
Amazon Science	Become an Amazon Hub Partner		Help
	› See More Ways to Make Money		



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

Return Items You Ordered  
Track Your Return  
About Our Returns Policies  
Return a Gift  
Return a Gift Using a Gift Receipt

### Send a Gift Receipt

International Returns  
Free Returns on Fashion Items  
Items that You Can't Return  
Cancel a Return  
Returns to Third-Party Sellers  
Amazon Global Store Returns  
About Mistaken Returns to Amazon  
Return Shipping Cost

### Quick solutions

- Your Orders  
Track or cancel orders
- Returns & Refunds  
Exchange or return items
- Manage Prime  
Cancel or view benefits
- Payment Settings  
Add or edit payment methods
- Carrier Info  
Shipping carrier information
- Account Settings  
Change email or password

### Find more solutions


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

## Send a Gift Receipt

You can send a gift receipt to a gift recipient to allow them to return items.

To send a gift receipt to a gift recipient, do one of the following:

- Send the gift receipt during checkout.
  1. While placing the order, select the **This order contains a gift** checkbox.
  2. Select **Proceed to checkout**.
  3. During Checkout, select **Add gift options** if this option is displayed under the item you're purchasing. Select **This item is a gift** and **Email the recipient a copy of their gift receipt after the gift is delivered**.
  4. Enter the recipient's email address and select **Save gift options**.
- Send a gift receipt for items not marked as a gift after checkout.
  1. Go to [Your Orders](#).
  2. Find the item and select **Share gift receipt**.
  3. Select the link provided.
  4. Choose how you want to send the gift receipt to the recipient, for example, email, chat, SMS or any other.

You can also download a PDF copy of the gift receipt on the website. You can't download a PDF copy in the Amazon Shopping App.

#### Note:

- Recipients will be able to see the gift receipt, return options, and have the choice to digitally view their gift, once the order has been delivered.
- You can only create gift receipts within the eligible return window for the item. If the option to create a gift receipt isn't available, the item isn't eligible for a return. See [Return a Gift](#) for more information regarding gift returns.

Was this information helpful?

 Yes
 
 No
 
[Back to top](#)

### Get to Know Us

Careers  
Amazon Newsletter

### Make Money with Us

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon

### Amazon Payment Products

Amazon Visa  
Amazon Store Card  
Amazon Secured Card

### Let Us Help You

Your Account  
Your Orders

About Amazon	Protect & Build Your Brand	Amazon Business Card	Shipping Rates & Policies
Accessibility	Become an Affiliate	Shop with Points	Amazon Prime
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Returns & Replacements
Press Center	Start a Package Delivery Business	Reload Your Balance	Manage Your Content and Devices
Investor Relations	Advertise Your Products	Gift Cards	Recalls and Product Safety Alerts
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Registry & Gift List
Amazon Science	Become an Amazon Hub Partner		Help
	› See More Ways to Make Money		



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

[Return Items You Ordered](#)
[Track Your Return](#)
[About Our Returns Policies](#)
[Return a Gift](#)
[Return a Gift Using a Gift Receipt](#)
[Receipt](#)
[Send a Gift Receipt](#)

#### International Returns

[Free Returns on Fashion Items](#)
[Items that You Can't Return](#)
[Cancel a Return](#)
[Returns to Third-Party Sellers](#)
[Amazon Global Store Returns](#)
[About Mistaken Returns to Amazon](#)
[Return Shipping Cost](#)

### Quick solutions


[Your Orders](#)  
Track or cancel orders

[Returns & Refunds](#)  
Exchange or return items

[Manage Prime](#)  
Cancel or view benefits

[Payment Settings](#)  
Add or edit payment methods

[Carrier Info](#)  
Shipping carrier information

[Account Settings](#)  
Change email or password

### Find more solutions


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

## 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](#)

Was this information helpful?

[Back to top](#)

### Get to Know Us

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices  
Amazon Science

### Make Money with Us

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business  
Advertise Your Products  
Self-Publish with Us  
Become an Amazon Hub Partner  
› See More Ways to Make Money

### Amazon Payment Products

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

### Let Us Help You

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices  
Recalls and Product Safety Alerts  
Registry & Gift List  
Help



English United States

Amazon Music  
Stream millions of songs

Amazon Ads  
Reach customers wherever they spend their time

6pm  
Score deals on fashion brands

AbeBooks  
Books, art & collectibles

ACX  
Audiobook Publishing Made Easy

Sell on Amazon  
Start a Selling Account

Veeqo  
Shipping Software Inventory Management

Amazon Business  
Everything For Your Business

Amazon Fresh  
Groceries & More  
Right To Your Door

AmazonGlobal  
Ship Orders Internationally

Home Services  
Experienced Pros Happiness Guarantee

Amazon Web Services  
Scalable Cloud Computing Services

Audible  
Listen to Books & Original Audio Performances

Box Office Mojo  
Find Movie Box Office Data

Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust			

[Conditions of Use](#)  
 [Privacy Notice](#)  
 [Consumer Health Data Privacy Disclosure](#)  
 [Your Ads Privacy Choices](#) 
  
 © 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

[Return Items You Ordered](#)
[Track Your Return](#)
[About Our Returns Policies](#)
[Return a Gift](#)
[Return a Gift Using a Gift Receipt](#)
[Receipt](#)
[Send a Gift Receipt](#)
[International Returns](#)

### Free Returns on Fashion Items

[Items that You Can't Return](#)
[Cancel a Return](#)
[Returns to Third-Party Sellers](#)
[Amazon Global Store Returns](#)
[About Mistaken Returns to Amazon](#)
[Return Shipping Cost](#)

### Quick solutions


[Your Orders](#)  
Track or cancel orders

[Returns & Refunds](#)  
Exchange or return items

[Manage Prime](#)  
Cancel or view benefits

[Payment Settings](#)  
Add or edit payment methods

[Carrier Info](#)  
Shipping carrier information

[Account Settings](#)  
Change email or password

### Find more solutions


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

## Free Returns on Fashion Items

We offer free returns on some fashion items including clothes, shoes, handbags, jewelry, and watches. Look for **Free returns** next to the price to confirm that the item qualifies for free returns.

## Free Returns on Eligible Fashion Products

If you're not satisfied, you can return eligible products within 30 days of receipt for a full refund, in accordance with our [Returns Policy](#). No minimum purchase is required to receive free returns.

To return an item, please visit our [Online Return Center](#).

Amazon will provide a printable pre-paid return label and pay for the return delivery costs if the item was dispatched by Amazon ('Fulfilled by Amazon').

In case of Seller-fulfilled orders, either Amazon issues a pre-paid return labels on the Seller's behalf or the Seller will and the Seller pays for the return delivery costs.

Products must be returned in new and unworn condition, with all original packaging, tags, and certificates of authenticity. Any products returned without their original packaging and documentation will be rejected. Any products that are resized, altered, or otherwise damaged after delivery, won't be accepted for return.

Review the following terms and conditions to check if your purchase qualifies for free return delivery:

- At the time of purchase, on the product's detail page, the product was identified clearly as eligible for free returns.
- The item was originally delivered to a domestic address and is being returned from within the country.
- The item is being returned within 30 days and in accordance with our [Returns Policy](#).
- If you return products that are ineligible for free returns with products that are eligible for free returns, we may deduct the postage costs for the ineligible products from your refund amount in accordance with our general [Returns Policy](#).
- We can't accept returns delivered by hand.

## Products Purchased from The Drop

If you're not satisfied with your Collection item, you can return the item, within 30 days of receipt. As Collection pieces purchased from [The Drop](#) are made-on-demand for you, return costs will be incurred for Collection items. Where Collection items are defective, damaged, or incorrect, you'll receive a full refund, including the return delivery fee. You can't exchange Collection items.

If you're not satisfied with your Staples by the Drop items, you can return them for free within 30 days of receipt in exchange for a full refund, in accordance with our [Returns Policy](#). For information on exchanging a Staples by the Drop item for an alternative size or color, where applicable, see [Exchanges and Replacements](#).

See the [FAQs](#) on [The Drop](#) home page for more information.

## Products Sold and Dispatched by Third-Party Sellers

For products sold and dispatched by a seller in Amazon's stores, you'll need to return the item directly to the seller. See [Returns and Refunds](#) for more information.

### Amazon Global Store

For Amazon Global Store products, we'll process your return and issue a full refund, with no deduction for return costs, after receiving your return of the eligible products. We'll notify you via email when we've processed your return. This may take up to five business days.

### Damaged or Defective Items

Specific information applies to the return of damaged, defective, and incorrect items. See [Return Items You Ordered](#).

### International Returns

If you return items eligible for free returns that were delivered to an international address, we may not refund the return costs, in accordance with our [Returns Policy](#).

The [Online Return Center](#) will guide you through our Returns Policy and provide you with a printable, personalized return label.

### Sizing Information

It's possible that some fashion items may be labeled according to US or EU sizing conventions. If you receive footwear, clothing, jewelry, or a watch that appears to be labeled in a different size than what was ordered, please be sure to try on the item to confirm the incorrect size before returning the item to us.

### Exchanging Shoes or Clothing

If you'd like to exchange an item, go to [Your Orders](#). An exchange option will display if the product eligibility criteria are met. See [Exchanges and Replacements](#) for more information on exchange eligibility.

**Note:**

- If the new price is lower, for either size or color, we'll refund you the difference.
- If the item you wish to return doesn't have an exchange option, you'll need to return the original item and place a new order.

Was this information helpful?

Yes  No

[Back to top](#)

#### Get to Know Us

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices

#### Make Money with Us

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business

#### Amazon Payment Products

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

#### Let Us Help You

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices

<p><b>Amazon Science</b></p> <p>Advertise Your Products</p> <p>Self-Publish with Us</p> <p>Become an Amazon Hub Partner</p> <p>› See More Ways to Make Money</p>	<p>Recalls and Product Safety Alerts</p> <p>Registry &amp; Gift List</p> <p>Help</p>				
 <span style="border: 1px solid #ccc; padding: 2px 10px; margin: 0 10px;">English</span> <span style="border: 1px solid #ccc; padding: 2px 10px; margin: 0 10px;">United States</span>					
<p><b>Amazon Music</b> Stream millions of songs</p> <p><b>Amazon Ads</b> Reach customers wherever they spend their time</p> <p><b>Amazon Business</b> Everything For Your Business</p> <p><b>Goodreads</b> Book reviews &amp; recommendations</p> <p><b>Amazon Resale</b> Great Deals on Quality Used Products</p> <p><b>Neighbors App</b> Real-Time Crime &amp; Safety Alerts</p>	<p><b>6pm</b> Score deals on fashion brands</p> <p><b>AmazonFresh</b> Groceries &amp; More Right To Your Door</p> <p><b>IMDb</b> Movies, TV &amp; Celebrities</p> <p><b>Whole Foods Market</b> America's Healthiest Grocery Store</p> <p><b>Woot!</b> Deals and Shenanigans</p> <p><b>Amazon</b> Subscription Boxes Top subscription boxes – right to your door</p>	<p><b>AbeBooks</b> Books, art &amp; collectibles</p> <p><b>AmazonGlobal</b> Ship Orders Internationally</p> <p><b>IMDbPro</b> Get Info Entertainment Professionals Need</p> <p><b>Zappos</b> Shoes &amp; Clothing</p> <p><b>PillPack</b> Pharmacy Simplified</p>	<p><b>ACX</b> Audiobook Publishing Made Easy</p> <p><b>Home Services</b> Experienced Pros Happiness Guarantee</p> <p><b>Kindle Direct Publishing</b> Indie Digital &amp; Print Publishing Made Easy</p> <p><b>Amazon Photos</b> Unlimited Photo Storage Free With Prime</p> <p><b>Ring</b> Smart Home Security Systems</p> <p><b>Amazon Renewed</b> Like-new products you can trust</p>	<p><b>Sell on Amazon</b> Start a Selling Account</p> <p><b>Audible</b> Listen to Books &amp; Original Audio Performances</p> <p><b>Prime Video Direct</b> Video Distribution Made Easy</p> <p><b>eero WiFi</b> Stream 4K Video in Every Room</p>	<p><b>Veeqo</b> Shipping Software Inventory Management</p> <p><b>Box Office Mojo</b> Find Movie Box Office Data</p> <p><b>Shopbop</b> Designer Fashion Brands</p> <p><b>Blink</b> Smart Security for Every Home</p>
<p><a href="#">Conditions of Use</a> <a href="#">Privacy Notice</a> <a href="#">Consumer Health Data Privacy Disclosure</a> <a href="#">Your Ads Privacy Choices</a>  </p> <p>© 1996-2025, Amazon.com, Inc. or its affiliates</p>					

The header features the Amazon logo, a search bar with placeholder "Search Amazon", and links for "Returns & Orders" (with a cart icon showing 0 items), "Hello, sign in", "Account & Lists", and language selection ("EN"). Below the main menu are secondary categories: All, Medical Care, Best Sellers, Prime, Amazon Basics, Music, New Releases, Today's Deals, Groceries, and Customer Service.

## Help & Customer Service

[All Help Topics](#)

### Returns

[Return Items You Ordered](#)

[Track Your Return](#)

[About Our Returns Policies](#)

[Return a Gift](#)

[Return a Gift Using a Gift Receipt](#)

[Receipt](#)

[Send a Gift Receipt](#)

[International Returns](#)

[Free Returns on Fashion Items](#)

### Items that You Can't Return

[Cancel a Return](#)

[Returns to Third-Party Sellers](#)

[Amazon Global Store Returns](#)

[About Mistaken Returns to Amazon](#)

[Return Shipping Cost](#)

### Quick solutions



[Your Orders](#)  
Track or cancel orders



[Returns & Refunds](#)  
Exchange or return items



[Manage Prime](#)  
Cancel or view benefits



[Payment Settings](#)  
Add or edit payment methods



[Carrier Info](#)  
Shipping carrier information



[Account Settings](#)  
Change email or password

### Find more solutions



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

## Items that You Can't 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 such as toothpaste or breast pumps
- [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](#)

Was this information helpful?

[Back to top](#)

**Get to Know Us**

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices  
Amazon Science

**Make Money with Us**

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business  
Advertise Your Products  
Self-Publish with Us  
Become an Amazon Hub Partner  
» See More Ways to Make Money

**Amazon Payment Products**

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

**Let Us Help You**

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices  
Recalls and Product Safety Alerts  
Registry & Gift List  
Help



English

United States

Amazon Music  
Stream millions of songs

Amazon Ads  
Reach customers wherever they spend their time

6pm  
Score deals on fashion brands

AbeBooks  
Books, art & collectibles

ACX  
Audiobook Publishing Made Easy

Sell on Amazon  
Start a Selling Account

Veeqo  
Shipping Software Inventory Management

Amazon Business  
Everything For Your Business

Amazon Fresh  
Groceries & More Right To Your Door

AmazonGlobal  
Ship Orders Internationally

Home Services  
Experienced Pros Happiness Guarantee

Amazon Web Services  
Scalable Cloud Computing Services

Audible  
Listen to Books & Original Audio Performances

Box Office Mojo  
Find Movie Box Office Data

Goodreads

IMDb  
Movies, TV & Celebrities

IMDbPro

Kindle Direct Publishing

Amazon Photos

Prime Video Direct  
Video Distribution Made Easy

Shopbop  
Designer Fashion Brands

Book reviews & recommendations	Get Info Entertainment Professionals Need	Indie Digital & Print Publishing Made Easy	Unlimited Photo Storage Free With Prime		
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room
Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust	Blink Smart Security for Every Home	

[Conditions of Use](#)  
 [Privacy Notice](#)  
 [Consumer Health Data Privacy Disclosure](#)  
 [Your Ads Privacy Choices](#) 
  
 © 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All Search Amazon

EN Hello, sign in Account & Lists Returns & Orders

All Medical Care Best Sellers Prime Amazon Basics Music New Releases Today's Deals Groceries Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

- Return Items You Ordered
- Track Your Return
- About Our Returns Policies
- Return a Gift
- Return a Gift Using a Gift Receipt
- Send a Gift Receipt
- International Returns
- Free Returns on Fashion Items
- Items that You Can't Return
- Cancel a Return**
- Returns to Third-Party Sellers
- Amazon Global Store Returns
- About Mistaken Returns to Amazon
- Return Shipping Cost

### Quick solutions

- Your Orders Track or cancel orders
- Returns & Refunds Exchange or return items
- Manage Prime Cancel or view benefits
- Payment Settings Add or edit payment methods
- Carrier Info Shipping carrier information
- Account Settings Change email or password

### Find more solutions



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

## Cancel a Return

If you need to change a return request, or you no longer want to return the item, you can cancel your return.

To cancel a return:

1. Go to [Your Orders](#).
2. Find the requested return and choose **Return and Refund Status** next to the return authorization for the return you want to cancel.
3. Select **Cancel this return**.
4. A text box will pop up to confirm you want to cancel the return, select **Cancel this return**.

You'll have the option to create a new return after you've canceled the existing return.

If you requested a pickup for your return, you can ignore the pickup attempts or contact the carrier to cancel the pickup.

Was this information helpful?

Yes  No

[Back to top](#)

### Get to Know Us

- Careers
- Amazon Newsletter

### Make Money with Us

- Sell on Amazon
- Sell apps on Amazon
- Supply to Amazon

### Amazon Payment Products

- Amazon Visa
- Amazon Store Card
- Amazon Secured Card

### Let Us Help You

- Your Account
- Your Orders

About Amazon	Protect & Build Your Brand	Amazon Business Card	Shipping Rates & Policies
Accessibility	Become an Affiliate	Shop with Points	Amazon Prime
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Returns & Replacements
Press Center	Start a Package Delivery Business	Reload Your Balance	Manage Your Content and Devices
Investor Relations	Advertise Your Products	Gift Cards	Recalls and Product Safety Alerts
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Registry & Gift List
Amazon Science	Become an Amazon Hub Partner		Help
	› See More Ways to Make Money		



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

The navigation bar includes the Amazon logo, a location update button, a search bar with placeholder "Search Amazon", language selection (EN), account information ("Hello, sign in Account & Lists"), and a shopping cart icon with a "0" indicating no items.

## Help & Customer Service

[All Help Topics](#)

### Returns

- [Return Items You Ordered](#)
- [Track Your Return](#)
- [About Our Returns Policies](#)
- [Return a Gift](#)
- [Return a Gift Using a Gift Receipt](#)
- [Send a Gift Receipt](#)
- [International Returns](#)
- [Free Returns on Fashion Items](#)
- [Items that You Can't Return](#)
- [Cancel a Return](#)
- Returns to Third-Party Sellers**
- [Amazon Global Store Returns](#)
- [About Mistaken Returns to Amazon](#)
- [Return Shipping Cost](#)

### Quick solutions

- |  |  |
|--|--|
|  | <b>Your Orders</b><br>Track or cancel orders             |
|  | <b>Returns &amp; Refunds</b><br>Exchange or return items |
|  | <b>Manage Prime</b><br>Cancel or view benefits           |
|  | <b>Payment Settings</b><br>Add or edit payment methods   |
|  | <b>Carrier Info</b><br>Shipping carrier information      |
|  | <b>Account Settings</b><br>Change email or password      |

### Find more solutions



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

## 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:

- weights more than 150 pounds
- is over 108 inches long
- exceeds a total of 165 inches in length and girth [(2 x width) + (2 x 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](#).

Was this information helpful?

Yes

No

[Back to top](#)

### Get to Know Us

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices  
Amazon Science

### Make Money with Us

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business  
Advertise Your Products  
Self-Publish with Us  
Become an Amazon Hub Partner  
› See More Ways to Make Money

### Amazon Payment Products

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

### Let Us Help You

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices  
Recalls and Product Safety Alerts  
Registry & Gift List  
Help



English United States

Amazon Music  
Stream millions of songs

Amazon Ads  
Reach customers wherever they spend their time

6pm  
Score deals on fashion brands

AbeBooks  
Books, art & collectibles

ACX  
Audiobook Publishing Made Easy

Sell on Amazon  
Start a Selling Account

Veeqo  
Shipping Software Inventory Management

Amazon Business

Amazon Fresh

AmazonGlobal

Home Services

Amazon Web Services

Audible

Box Office Mojo

Everything For Your Business	Groceries & More Right To Your Door	Ship Orders Internationally	Experienced Pros Happiness Guarantee	Scalable Cloud Computing Services	Listen to Books & Original Audio Performances	Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust			

[Conditions of Use](#)  
 [Privacy Notice](#)  
 [Consumer Health Data Privacy Disclosure](#)  
 [Your Ads Privacy Choices](#) 
  
 © 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders
All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

[Return Items You Ordered](#)
[Track Your Return](#)
[About Our Returns Policies](#)
[Return a Gift](#)
[Return a Gift Using a Gift Receipt](#)
[Send a Gift Receipt](#)
[International Returns](#)
[Free Returns on Fashion Items](#)
[Items that You Can't Return](#)
[Cancel a Return](#)
[Returns to Third-Party Sellers](#)

### Amazon Global Store

#### Returns

[About Mistaken Returns to Amazon](#)
[Return Shipping Cost](#)

### Quick solutions


[Your Orders](#)  
Track or cancel orders

[Returns & Refunds](#)  
Exchange or return items

[Manage Prime](#)  
Cancel or view benefits

[Payment Settings](#)  
Add or edit payment methods

[Carrier Info](#)  
Shipping carrier information

[Account Settings](#)  
Change email or password

### Find more solutions


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

## 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](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.

Was this information helpful?

 Yes

 No

[Back to top](#)

### Get to Know Us

[Careers](#)
[Amazon Newsletter](#)

### Make Money with Us

[Sell on Amazon](#)
[Sell apps on Amazon](#)
[Supply to Amazon](#)

### Amazon Payment Products

[Amazon Visa](#)
[Amazon Store Card](#)
[Amazon Secured Card](#)

### Let Us Help You

[Your Account](#)
[Your Orders](#)

About Amazon	Protect & Build Your Brand	Amazon Business Card	Shipping Rates & Policies
Accessibility	Become an Affiliate	Shop with Points	Amazon Prime
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Returns & Replacements
Press Center	Start a Package Delivery Business	Reload Your Balance	Manage Your Content and Devices
Investor Relations	Advertise Your Products	Gift Cards	Recalls and Product Safety Alerts
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Registry & Gift List
Amazon Science	Become an Amazon Hub Partner	› See More Ways to Make Money	



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

- [Return Items You Ordered](#)
- [Track Your Return](#)
- [About Our Returns Policies](#)
- [Return a Gift](#)
- [Return a Gift Using a Gift Receipt](#)
- [Send a Gift Receipt](#)
- [International Returns](#)
- [Free Returns on Fashion Items](#)
- [Items that You Can't Return](#)
- [Cancel a Return](#)
- [Returns to Third-Party Sellers](#)
- [Amazon Global Store Returns](#)
- [About Mistaken Returns to Amazon](#)
- [Return Shipping Cost](#)

### Quick solutions

- [Your Orders](#)  
Track or cancel orders
- [Returns & Refunds](#)  
Exchange or return items
- [Manage Prime](#)  
Cancel or view benefits
- [Payment Settings](#)  
Add or edit payment methods
- [Carrier Info](#)  
Shipping carrier information
- [Account Settings](#)  
Change email or password

### Find more solutions


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

## 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](#)

Was this information helpful?


[Back to top](#)

### Get to Know Us

- [Careers](#)
- [Amazon Newsletter](#)

### Make Money with Us

- [Sell on Amazon](#)
- [Sell apps on Amazon](#)
- [Supply to Amazon](#)

### Amazon Payment Products

- [Amazon Visa](#)
- [Amazon Store Card](#)
- [Amazon Secured Card](#)

### Let Us Help You

- [Your Account](#)
- [Your Orders](#)

About Amazon	Protect & Build Your Brand	Amazon Business Card	Shipping Rates & Policies
Accessibility	Become an Affiliate	Shop with Points	Amazon Prime
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Returns & Replacements
Press Center	Start a Package Delivery Business	Reload Your Balance	Manage Your Content and Devices
Investor Relations	Advertise Your Products	Gift Cards	Recalls and Product Safety Alerts
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Registry & Gift List
Amazon Science	Become an Amazon Hub Partner		Help
	› See More Ways to Make Money		



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders
All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Returns

- [Return Items You Ordered](#)
- [Track Your Return](#)
- [About Our Returns Policies](#)
- [Return a Gift](#)
- [Return a Gift Using a Gift Receipt](#)
- [Send a Gift Receipt](#)
- [International Returns](#)
- [Free Returns on Fashion Items](#)
- [Items that You Can't Return](#)
- [Cancel a Return](#)
- [Returns to Third-Party Sellers](#)
- [Amazon Global Store Returns](#)
- [About Mistaken Returns to Amazon](#)
- [Return Shipping Cost](#)

### Find more solutions


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

## Return Shipping Cost

You can return eligible item(s) through **Your Orders**.

When you choose the shipping method for your return, the applicable return shipping fee is calculated and displayed to you during the return creation.

Subject to your location and the type of item, your return may be eligible for [Free Returns](#).

If you choose a shipping method that entails a return shipping fee, we'll deduct the cost of return shipping from your refund.

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

Was this information helpful?

 Yes

 No

### Quick solutions

- [Your Orders](#)  
Track or cancel orders
- [Returns & Refunds](#)  
Exchange or return items
- [Manage Prime](#)  
Cancel or view benefits
- [Payment Settings](#)  
Add or edit payment methods
- [Carrier Info](#)  
Shipping carrier information
- [Account Settings](#)  
Change email or password

[Back to top](#)

### Get to Know Us

- [Careers](#)
- [Amazon Newsletter](#)

### Make Money with Us

- [Sell on Amazon](#)
- [Sell apps on Amazon](#)
- [Supply to Amazon](#)

### Amazon Payment Products

- [Amazon Visa](#)
- [Amazon Store Card](#)
- [Amazon Secured Card](#)

### Let Us Help You

- [Your Account](#)
- [Your Orders](#)

About Amazon	Protect & Build Your Brand	Amazon Business Card	Shipping Rates & Policies
Accessibility	Become an Affiliate	Shop with Points	Amazon Prime
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Returns & Replacements
Press Center	Start a Package Delivery Business	Reload Your Balance	Manage Your Content and Devices
Investor Relations	Advertise Your Products	Gift Cards	Recalls and Product Safety Alerts
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Registry & Gift List
Amazon Science	Become an Amazon Hub Partner	› See More Ways to Make Money	



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Refunds and Exchanges

#### Check the Status of Your Refund

Refunds

Replace a Damaged, Defective, or Broken Item

Exchange an Item

### Quick solutions


**Your Orders**  
Track or cancel orders

**Returns & Refunds**  
Exchange or return items

**Manage Prime**  
Cancel or view benefits

**Payment Settings**  
Add or edit payment methods

**Carrier Info**  
Shipping carrier information

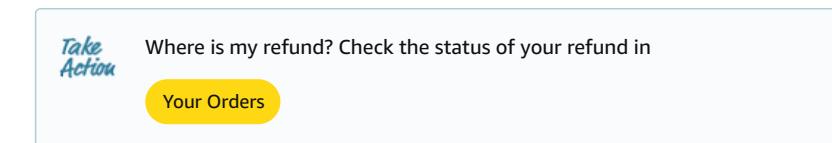
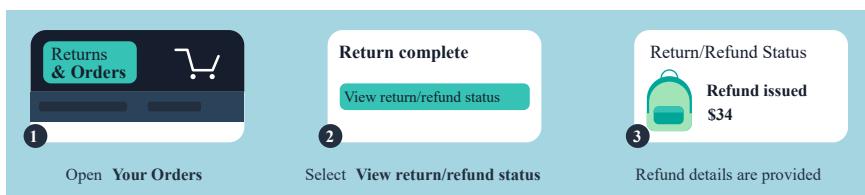
**Account Settings**  
Change email or password

### Find more solutions


[Returns and Refunds](#) › [Refunds and Exchanges](#) ›

## Check the Status of Your Refund

You can 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?](#)

Was this information helpful?

Yes No[Back to top](#)**Get to Know Us**

Careers  
Amazon Newsletter  
About Amazon  
Accessibility  
Sustainability  
Press Center  
Investor Relations  
Amazon Devices  
Amazon Science

**Make Money with Us**

Sell on Amazon  
Sell apps on Amazon  
Supply to Amazon  
Protect & Build Your Brand  
Become an Affiliate  
Become a Delivery Driver  
Start a Package Delivery Business  
Advertise Your Products  
Self-Publish with Us  
Become an Amazon Hub Partner  
› See More Ways to Make Money

**Amazon Payment Products**

Amazon Visa  
Amazon Store Card  
Amazon Secured Card  
Amazon Business Card  
Shop with Points  
Credit Card Marketplace  
Reload Your Balance  
Gift Cards  
Amazon Currency Converter

**Let Us Help You**

Your Account  
Your Orders  
Shipping Rates & Policies  
Amazon Prime  
Returns & Replacements  
Manage Your Content and Devices  
Recalls and Product Safety Alerts  
Registry & Gift List  
Help



English

United States

**Amazon Music**  
Stream millions of songs

**Amazon Ads**  
Reach customers wherever they spend their time

**6pm**  
Score deals on fashion brands

**AbeBooks**  
Books, art & collectibles

**ACX**  
Audiobook Publishing Made Easy

**Sell on Amazon**  
Start a Selling Account

**Veeqo**  
Shipping Software Inventory Management

**Amazon Business**  
Everything For Your Business

**Amazon Fresh**  
Groceries & More Right To Your Door

**AmazonGlobal**  
Ship Orders Internationally

**Home Services**  
Experienced Pros Happiness Guarantee

**Amazon Web Services**  
Scalable Cloud Computing Services

**Audible**  
Listen to Books & Original Audio Performances

**Box Office Mojo**  
Find Movie Box Office Data

**Goodreads**  
Book reviews & recommendations

**IMDb**  
Movies, TV & Celebrities

**IMDbPro**  
Get Info Entertainment Professionals Need

**Kindle Direct Publishing**  
Indie Digital & Print Publishing Made Easy

**Amazon Photos**  
Unlimited Photo Storage Free With Prime

**Prime Video Direct**  
Video Distribution Made Easy

**Shopbop**  
Designer Fashion Brands

**Amazon Resale**  
Great Deals on Quality Used Products

**Whole Foods Market**  
America's Healthiest Grocery Store

**Woot!**  
Deals and Shenanigans

**Zappos**  
Shoes & Clothing

**Ring**  
Smart Home Security Systems

**eero WiFi**  
Stream 4K Video in Every Room

**Blink**  
Smart Security for Every Home

**Neighbors App**  
Real-Time Crime & Safety Alerts

**Amazon Subscription Boxes**  
Top subscription boxes – right to your door

**PillPack**  
Pharmacy Simplified

**Amazon Renewed**  
Like-new products you can trust

The image shows the top navigation bar of the Amazon website. It includes the Amazon logo, a dropdown menu for location set to "Delivering to Tulsa 74107" with an "Update location" link, a search bar with the placeholder "Search Amazon" and a magnifying glass icon, language selection "EN", account information "Hello, sign in Account & Lists", and a shopping cart icon showing 0 items.

## Help & Customer Service

[All Help Topics](#)

### Refunds and Exchanges

Check the Status of Your Refund

#### Refunds

Replace a Damaged, Defective, or Broken Item

Exchange an Item

### Quick solutions



Your Orders  
Track or cancel orders



Returns & Refunds  
Exchange or return items



Manage Prime  
Cancel or view benefits



Payment Settings  
Add or edit payment methods



Carrier Info  
Shipping carrier information



Account Settings  
Change email or password

### Find more solutions



[Returns and Refunds](#) › [Refunds and Exchanges](#) ›

## Refunds

When you return an item, your refund amount and refund method may vary.

Check the payment method refunded and the status of your refund in Your Orders.

**Note:** Don't 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](#).

00:35

## 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

Sometimes, we issue a refund or ship a replacement/exchange to you prior to receiving the return item.

#### 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'll 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're 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 Method	Refund Time (After Refund Is Processed)
Credit card	Three to five business days
Amazon.com Gift Card	Two to three hours
Debit card	Up to 10 business days
Checking account	Up to 10 business days
EBT card	Up to 10 business days
Gift Card balance	Two to three hours
Promotional Certificate	No refund issued
Shop with Reward Points	Up to five business days
Pay in Cash (at a participating location)	Up to 10 business days
Pre-paid credit card	Up to 30 days (depending on the issuer of the card)
Payment Plans	Three to ten business days. Might take up to 45 days via check in mail (depending on the creditors)
Bank transfer via PSE	3-5 days (after you authorize the refund transaction)

#### 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.
- To receive a refund for an order paid using a bank transfer via PSE, you must authorize the transaction. When we issue a refund, you receive an email from Ebanx. Follow the prompts to authorize the refund to your bank or wallet account.

## 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.**

Item	Refund
Items in original condition past the return window*	80% of the item price
Opened CDs, DVDs, VHS tapes, cassette tapes, or vinyl records (taken out of its plastic wrap)	50% of the item price
Items with damage, missing parts, not in original condition, or that have obvious signs of use for reasons not due to an Amazon.com or seller error	Up to 50% of the item price
Open software or video games for reasons not due to an Amazon.com or seller error	0% of the item price
Open Collectible Cards, Board Games, Table Top Games, Toy figurines (Ex: Funko Pops, Pokémon Cards, Magic Cards, etc.)	0% of the item price

\*For most items, the return window is 30 days after delivery. To check the return window for an item you've ordered, go to [Your Orders](#) and select **Return or Replace Items**.

**Note:** 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.

Was this information helpful?

Yes  No

[Back to top](#)

### Get to Know Us

Careers

### Make Money with Us

Sell on Amazon

### Let Us Help You

Your Account

Your Orders

Amazon Newsletter	Supply to Amazon	Amazon Secured Card	Shipping Rates & Policies
About Amazon	Protect & Build Your Brand	Amazon Business Card	Amazon Prime
Accessibility	Become an Affiliate	Shop with Points	Returns & Replacements
Sustainability	Become a Delivery Driver	Credit Card Marketplace	Manage Your Content and Devices
Press Center	Start a Package Delivery Business	Reload Your Balance	Recalls and Product Safety Alerts
Investor Relations	Advertise Your Products	Gift Cards	Registry & Gift List
Amazon Devices	Self-Publish with Us	Amazon Currency Converter	Help
Amazon Science	Become an Amazon Hub Partner	› See More Ways to Make Money	



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust			

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders
All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Refunds and Exchanges

[Check the Status of Your Refund](#)
[Refunds](#)

### Replace a Damaged, Defective, or Broken Item

[Exchange an Item](#)

### Quick solutions


[Your Orders](#)  
Track or cancel orders

[Returns & Refunds](#)  
Exchange or return items

[Manage Prime](#)  
Cancel or view benefits

[Payment Settings](#)  
Add or edit payment methods

[Carrier Info](#)  
Shipping carrier information

[Account Settings](#)  
Change email or password

### Find more solutions


[Returns and Refunds](#) › [Refunds and Exchanges](#) ›

## 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 [Return 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 product support on eligible items, 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 with third-party seller orders, learn about our [A-to-z Guarantee](#).

Was this information helpful?

 Yes

 No

[Back to top](#)

### Get to Know Us

[Careers](#)

### Make Money with Us

[Sell on Amazon](#)

### Amazon Payment Products

[Amazon Visa](#)

### Let Us Help You

[Your Account](#)

Amazon Newsletter	Sell apps on Amazon	Amazon Store Card	Your Orders
About Amazon	Supply to Amazon	Amazon Secured Card	Shipping Rates & Policies
Accessibility	Protect & Build Your Brand	Amazon Business Card	Amazon Prime
Sustainability	Become an Affiliate	Shop with Points	Returns & Replacements
Press Center	Become a Delivery Driver	Credit Card Marketplace	Manage Your Content and Devices
Investor Relations	Start a Package Delivery Business	Reload Your Balance	Recalls and Product Safety Alerts
Amazon Devices	Advertise Your Products	Gift Cards	Registry & Gift List
Amazon Science	Self-Publish with Us	Amazon Currency Converter	Help
	Become an Amazon Hub Partner		
	› See More Ways to Make Money		



English

United States

Amazon Music Stream millions of songs	Amazon Ads Reach customers wherever they spend their time	6pm Score deals on fashion brands	AbeBooks Books, art & collectibles	ACX Audiobook Publishing Made Easy	Sell on Amazon Start a Selling Account	Veeqo Shipping Software Inventory Management
Amazon Business Everything For Your Business	Amazon Fresh Groceries & More Right To Your Door	AmazonGlobal Ship Orders Internationally	Home Services Experienced Pros Happiness Guarantee	Amazon Web Services Scalable Cloud Computing Services	Audible Listen to Books & Original Audio Performances	Box Office Mojo Find Movie Box Office Data
Goodreads Book reviews & recommendations	IMDb Movies, TV & Celebrities	IMDbPro Get Info Entertainment Professionals Need	Kindle Direct Publishing Indie Digital & Print Publishing Made Easy	Amazon Photos Unlimited Photo Storage Free With Prime	Prime Video Direct Video Distribution Made Easy	Shopbop Designer Fashion Brands
Amazon Resale Great Deals on Quality Used Products	Whole Foods Market America's Healthiest Grocery Store	Woot! Deals and Shenanigans	Zappos Shoes & Clothing	Ring Smart Home Security Systems	eero WiFi Stream 4K Video in Every Room	Blink Smart Security for Every Home
	Neighbors App Real-Time Crime & Safety Alerts	Amazon Subscription Boxes Top subscription boxes – right to your door	PillPack Pharmacy Simplified	Amazon Renewed Like-new products you can trust		

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates

Delivering to Tulsa 74107  
Update location

All

Search Amazon



EN

Hello, sign in  
Account & ListsReturns  
& Orders

All Medical Care ▾ Best Sellers Prime ▾ Amazon Basics Music New Releases Today's Deals Groceries ▾ Customer Service

## Help & Customer Service

[All Help Topics](#)

### Refunds and Exchanges

Check the Status of Your

Refund

Refunds

Replace a Damaged,  
Defective, or Broken Item

### Exchange an Item

### Quick solutions


**Your Orders**  
Track or cancel orders

**Returns & Refunds**  
Exchange or return items

**Manage Prime**  
Cancel or view benefits

**Payment Settings**  
Add or edit payment methods

**Carrier Info**  
Shipping carrier information

**Account Settings**  
Change email or password

### Find more solutions


[Returns and Refunds](#) › [Refunds and Exchanges](#) ›

## 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](#)

Was this information helpful?

 Yes

 No

[Back to top](#)**Get to Know Us**

Careers  
 Amazon Newsletter  
 About Amazon  
 Accessibility  
 Sustainability  
 Press Center  
 Investor Relations  
 Amazon Devices  
 Amazon Science

**Make Money with Us**

Sell on Amazon  
 Sell apps on Amazon  
 Supply to Amazon  
 Protect & Build Your Brand  
 Become an Affiliate  
 Become a Delivery Driver  
 Start a Package Delivery Business  
 Advertise Your Products  
 Self-Publish with Us  
 Become an Amazon Hub Partner

› See More Ways to Make Money

**Amazon Payment Products**

Amazon Visa  
 Amazon Store Card  
 Amazon Secured Card  
 Amazon Business Card  
 Shop with Points  
 Credit Card Marketplace  
 Reload Your Balance  
 Gift Cards  
 Amazon Currency Converter

**Let Us Help You**

Your Account  
 Your Orders  
 Shipping Rates & Policies  
 Amazon Prime  
 Returns & Replacements  
 Manage Your Content and Devices  
 Recalls and Product Safety Alerts  
 Registry & Gift List  
 Help



English ▾

United States

**Amazon Music**  
 Stream millions of songs

**Amazon Ads**  
 Reach customers wherever they spend their time

**6pm**  
 Score deals on fashion brands

**AbeBooks**  
 Books, art & collectibles

**ACX**  
 Audiobook Publishing Made Easy

**Sell on Amazon**  
 Start a Selling Account

**Veeqo**  
 Shipping Software Inventory Management

**Amazon Business**  
 Everything For Your Business

**Amazon Fresh**  
 Groceries & More Right To Your Door

**AmazonGlobal**  
 Ship Orders Internationally

**Home Services**  
 Experienced Pros Happiness Guarantee

**Amazon Web Services**  
 Scalable Cloud Computing Services

**Audible**  
 Listen to Books & Original Audio Performances

**Box Office Mojo**  
 Find Movie Box Office Data

**Goodreads**  
 Book reviews & recommendations

**IMDb**  
 Movies, TV & Celebrities

**IMDbPro**  
 Get Info Entertainment Professionals Need

**Kindle Direct Publishing**  
 Indie Digital & Print Publishing Made Easy

**Amazon Photos**  
 Unlimited Photo Storage Free With Prime

**Prime Video Direct**  
 Video Distribution Made Easy

**Shopbop**  
 Designer Fashion Brands

**Amazon Resale**  
 Great Deals on Quality Used Products

**Whole Foods Market**  
 America's Healthiest Grocery Store

**Woot!**  
 Deals and Shenanigans

**Zappos**  
 Shoes & Clothing

**Ring**  
 Smart Home Security Systems

**eero WiFi**  
 Stream 4K Video in Every Room

**Blink**  
 Smart Security for Every Home

**Neighbors App**  
 Real-Time Crime & Safety Alerts

**Amazon Subscription Boxes**  
 Top subscription boxes – right to your door

**PillPack**  
 Pharmacy Simplified

**Amazon Renewed**  
 Like-new products you can trust

[Conditions of Use](#) [Privacy Notice](#) [Consumer Health Data Privacy Disclosure](#) [Your Ads Privacy Choices](#)

© 1996-2025, Amazon.com, Inc. or its affiliates