

## Cancellation Policies on Amazon

### About Cancelling an Item

- You can cancel items fulfilled by Amazon or shipped and sold by Amazon that have not entered the shipping process.
- If the item is sold and shipped by a third-party seller, orders can typically be canceled within one business day.
- Once an order is in fulfillment, sellers are required to approve cancellation. To cancel an order that has not entered the shipping process, follow these steps:

1. Go to [Your Orders](#) and select the order you want to cancel.
2. Check box of the item that you want to cancel from the order. To cancel the entire order, select all of the items.
3. Select the reason for cancellation and click **Cancel selected items in this order** when finished.

### Cancellation Confirmation

After submitting the cancellation, we will send you a confirmation message to the email address on your account. To see the history of your cancelled orders, visit [Your Orders](#) under **Canceled Orders**.

### Orders That Cannot be Canceled

- If your order is shipped directly from Amazon and you cannot change it, you may refuse the package or return it using our [Online Returns Center](#).
- If your order is shipped directly from a third-party seller and can't be changed, contact the seller. For more information on how to contact the seller, go to [Contact Third-Party Sellers](#).

### You May Be Interested In...

- [Checking the Status of Your Order](#)
- [Late Deliveries](#)
- [Undeliverable Orders](#)
- [Checking the Status of Your Refund](#)
- [Canceling Your Amazon Prime Membership](#)