


# Help & Customer Service


< All Help Topics


## Returns


- Return Items You Ordered
- Track Your Return
- Amazon Return Policy
- Return a Gift
- Return a Gift Using a Gift Receipt
- Send a Gift Receipt
- International Returns
- Free Returns on Fashion Items
- Nonreturnable Items
- Cancel a Return
- Returns to Third-Party Sellers
- Amazon Global Store Returns
- About Mistaken Returns to Amazon
- Return Shipping Cost


## Quick solutions


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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

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## 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

**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

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
- Veeva

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
- Amazon Luna

Video games from the cloud, no console required