

About Our Returns Policies

Amazon.co.uk, and many Sellers on Amazon.co.uk, offer returns for most items within 30 days of receipt of delivery. You can use this page to learn about our return policies. Most items sold on Amazon.co.uk follow our general return policies, but some products have different policies or requirements associated with them.

On this page

Note: Extended Returns information: For the 2025 holiday season, most items purchased between November 1 and December 25, 2025 can be returned until January 31, 2026 or within 30 days from receipt (whichever is later). All other conditions and exclusions described on this page apply. You can verify the applicable return window on the detail page of the product, when you purchase the item.

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Note: We will issue a refund, for a product shipped by Amazon, within a maximum of 14 days and confirm it with an automated e-mail. In certain circumstances refund time frames may be longer. You can see the refund in your bank account or credit card statement, within a maximum of 7 business days after the refund is issued. In certain circumstances refund timeframes may be longer. For more information about our refund policies and how long it will take for you to receive your refund, go to [Refunds](#) or contact customer services.

At Amazon.co.uk we want you to have a positive experience every time you shop with us. Occasionally though, we know you may want to return items and you have the right to cancel the purchase of most items within 14 days. You also have statutory rights where goods are not as described, not fit for purpose or not of satisfactory quality.

Mistaken Returns

Ensure you enclose the correct and complete item when making a return. The correct item must be returned to receive a refund.

When you have accidentally sent the wrong item to Amazon, contact Customer Service as soon as possible as Amazon does not store mistakenly sent items. Amazon cannot guarantee your item will be found and returned, and no compensation is provided for incorrect items sent to Amazon.

Statutory Cancellation Right

You have the statutory right to cancel your order for any reason within 14 days beginning with the day you receive the item (visit [clause 2 of our Conditions of Use & Sale](#) for the full instructions on cancellation and further information on your right of cancellation). To exercise your cancellation right visit our [Returns Support Centre](#).

In particular, please note that if you exercise your right of withdrawal, you will be responsible for any diminished value of a returned item resulting from your handling of it (other than that necessary to establish the nature, characteristics and functioning of the item). In this case, we may reduce your refund to reflect the diminished value of the goods. If the goods are significantly damaged as a result of your handling of them, you may not be entitled to a refund for them.

Our Voluntary Returns Policy

As well as your statutory cancellation rights described above, you can return most products from the Amazon sites to Amazon within 30 days of receipt of the products if the products are in an unused and undamaged condition. To return an item please visit our [Returns Support Centre](#). [Amazon Haul](#) has a separate returns policy and products are not eligible for our 30 days Voluntary Returns Policy.

Please note that this returns policy doesn't affect your statutory rights and therefore doesn't affect your right of cancellation as previously described.

Please note that you must return each item in the same condition in which you received it. This means that **new** items must be returned **unused and undamaged**. Used items must not have any additional signs of use or damage. You may be liable if the value of any returned item has been diminished due to your handling of it (other than what is necessary to establish the nature, characteristics, and proper functioning of the item). Therefore, if you do not return items in the same condition in which you received them in, Amazon reserves the right to reject the return or deduct a portion of the original purchase price from your refund to cover the diminished value.

The same **exclusions** apply to our Returns Guarantee as for the right of withdrawal. The following products thus cannot be returned under the Returns Guarantee (unless defective):

- Products which are not suitable for return due to health protection or hygienic reasons if unsealed by you after delivery, or which are, after delivery, inseparably mixed with other items;
- Sealed audio or video recordings or of sealed software if unsealed by you after delivery;
- Goods made to your specifications or clearly personalised, especially personalised Amazon Handmade items;
- Goods which may deteriorate or expire rapidly;
- A service, if the supplier has fully performed it and you accepted when you placed your order that the supplier could start to deliver it, and that you could not cancel it once delivery had started;
- Digital content (including apps, digital software, eBooks, MP3, etc.) which is not supplied on a tangible medium (e.g. on a CD or DVD) if you accepted when you placed your order that the supplier could start to deliver it, and that you could not cancel it once delivery had started. Where an eBook has been partially read or in cases of abuse, refunds may be denied.
- Newspapers, journals or magazines with the exception of subscription contracts;
- Alcoholic beverages whose actual value is dependent on fluctuations in the market which the supplier cannot control

The following table provides an overview of the key provisions of your statutory cancellation right as well as our voluntary returns policy and how they compare to one another:

	Statutory Rights	Amazon Returns Policy (as set out by product category below)
Return period	14 days	30 days
Refund of costs of sending the item back to us if defective, damaged or incorrect item?	Yes	Yes
Refund of costs of sending the item back to us if cancellation?	No	Yes
Refund of costs of sending the item back to us if Shoes, Clothing, Handbags, Jewellery & Watches?	No	Yes
Refund of original delivery costs if defective?	Yes	Yes
Refund of original delivery costs if cancelled?	Yes, cheapest method	Yes, cheapest method

Returns Costs & Methods

Amazon will refund the cost of sending an item back to us if it was sold or dispatched by Amazon (made-on-demand Collection items from [The Drop](#), that are not defective, damaged or incorrect, are not eligible for free returns. See more information [here](#)). In many cases, we'll provide you with a pre-paid returns label. If the item you purchased is not eligible for Free Return, and you're using a pre-paid return label, we'll deduct the cost of the return from your refund. For returns from within the UK, costs start at £3.99. International return costs start at £8.09. Please note that returns that contain multiple items, or large items, may cost more. We offer various returns methods which will differ depending on the item(s) you're returning. We'll always display the most accurate return costs and methods available for your item(s) in our [Returns Support Centre](#) when you create your label.

You can return items in the following ways:

- Using drop off services at locations that are convenient for you.
- Using Heavy-Bulky return options, handled by a specialty carrier team.
- Using Locker and Amazon Hub Counter locations for small packages.
- Using a scanned QR code at designated return locations to make label-free and package-free returns.

To see which options are available for your return, go to [Your Orders](#).

If your return doesn't include a prepaid label, you can compare shipping rates across multiple carriers using independent third-party online comparison tools. Simply enter your package details (size, weight, destination) and the tools can help you find cost-effective shipping options. Please note that these tools may have their own terms and conditions.

Please note that certain types of items aren't eligible for cancellation or return under the Amazon returns policy. You can find out more in the [Conditions of Use & Sale](#).

We won't accept the return of any software returned to us if it's been opened. We reserve the right to refuse returns or to charge you our fees and expenses if the product isn't received in new, unopened condition.

If a product becomes defective after 30 days you won't be able to create a returns label using our [Returns Support Centre](#) - you'll need to [Contact Us](#). You may wish to visit the manufacturer's website or contact them directly as they may be able to offer troubleshooting and support with the issue you have with the product. Please see [Manufacturer Contact Details and After Sales Service](#).

Heavy and Bulky Items

Heavy and bulky items are items that weigh 31.5kg or more, or whose longest side (when packed) exceeds 175cms. When returning heavy and bulky items you will need to arrange for collection. To find out whether the item you want to return needs to be collected, please use our [Returns Support Centre](#).

In addition, we kindly recommend utilising online carrier comparison tools, which enable you to compare rates across multiple shipping providers in one convenient location. These platforms assist in forecasting potential return expenses by inputting essential information such as package dimensions, weight, and destination. Through the use of these digital comparators, you may make well-informed decisions regarding the most cost-effective shipping option and effectively plan your return shipping budget.

If you purchased the item from a [Marketplace Seller](#), please visit [Returning Heavy and Bulky Marketplace Items](#).

If the item you have received is damaged, defective or incorrect within 30 days of delivery, you may be entitled to a refund. If so, please visit our help page to [Organise a Return Collection](#).

After 30 days of delivery, you may be entitled to a repair, replacement or refund. If so, you may arrange for a free returns collection. Please visit [Warranty Repairs](#). To contact the manufacturer for help, please visit [After Sales Support and Contacting Manufacturers](#).

For other reasons for return, we may deduct a home collection cost of £50.00 from your refund.

Other Statutory Rights

You have additional rights in relation to incorrect, damaged or defective goods. For more information about these statutory rights, please visit the Citizens Advice website at <http://www.citizensadvice.org.uk/>. This link is provided to help our customers find out the rights they have where goods are not as described, not fit for purpose or not of satisfactory quality.

If you have received incorrect, damaged or defective goods, please contact [Customer Services](#).

Defective Items After 30 Days

Troubleshooting and product support may be available to resolve any issues with your product, as outlined in the [Product Support](#) Help page. If your item becomes defective after the Amazon return period, Amazon will repair any defective item. The repair will be completed by the manufacturer or by a third-party repair service provider authorised by the manufacturers to repair their products. If a repair is not possible, we'll send you a replacement, and if a replacement is not available, we will refund the purchase price. Repair is only available for qualifying items sold by Amazon.co.uk or Amazon Resale. Amazon does not accept a return after 30 days for consumable products (e.g. batteries, fuses, ink, light bulbs, etc.) or if the defect is due to accidental damage, deliberate damage, caused by external factors, or general wear and tear. For more information, go to [About Warranty Repairs](#).

Amazon Global Store Items

Most Amazon Global Store items can be returned within 30 days of receipt of delivery. Please use the online Returns Support Centre. We will issue a refund within a maximum of 14 days and confirm it with an automated e-mail. You can see the refund in your bank account or credit card statement, within a maximum of 7 business days after the refund is issued. In certain circumstances refund time-frames may be longer. For incorrect, defective, or damaged items, you'll be refunded for original delivery costs, as well any Import Fees Deposit(s) for the returned item(s), once your return is processed.

For some Amazon Global Store items, you'll be offered the same local return methods as outlined in the [Returns Costs & Methods](#) paragraph above. For others, you'll 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 UK. You can find your most convenient UPS location using the following link: [UPS Dropoff Locations](#)

For eligible Global Store orders placed to the Republic of Ireland, you will be provided with a pre-paid An Post return label.

If your return label requires you to return the item at your own expense, Amazon will automatically refund up to £20 for return postage costs (for items sold by Amazon US), and up to £15 for return postage costs (for items sold by Amazon EU). If your return shipping costs more than the automated refund amount you receive, please keep a copy of your return postage receipt. For more information on Amazon Global Store please see the [Amazon Global Store Terms & Conditions](#).

Amazon Fresh Items

Items purchased at an Amazon Fresh store are refundable within 30 days of purchase. For more information, go to [About Amazon Fresh stores](#). The majority of Amazon Fresh food items aren't returnable, but may be refunded. See [About Spilled or Damaged Amazon Fresh Items](#) for information on requesting a refund.

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 customisation options, other than size and colour. See Customised Products for additional details.

Amazon Haul

As well as your statutory cancellation rights described above, all Amazon Haul items can be returned with no returns costs if the return is requested within 15 days of delivery, and the items are in new, unused, and unaltered condition. Returns must be initiated through our [Returns Support Centre](#) and should be packaged separately from other Amazon orders.

For incorrect, defective, or damaged items, you'll be refunded for original delivery costs, as well as any Import Charges for the returned item(s), once your return is processed.

For Amazon Haul items, you'll be offered the same local return methods as outlined in the [Returns Costs & Methods](#) paragraph.

For more information about Amazon Haul, visit our [Amazon Haul](#) page and [Amazon Haul Terms and Conditions](#).

Customised Products

Customised products include any products that are configured, personalised, or inscribed; for example, engravings, stamps, monograms, embroidery, embossing, etching, carving or printing. 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](#).

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. Luxury Stores orders can be purchased on Amazon.co.uk, Amazon.de, Amazon.fr, Amazon.it or Amazon.es. Selected Luxury Stores items can be shipped to, and returned from, addresses in the EU and UK. If the item you'd like to purchase is not eligible for delivery outside of the UK, a delivery restriction message will be displayed at the checkout asking you to select a different address instead.

- 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 Stores products must be returned in a new (where applicable), 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 any certificates of authenticity, warranty cards.
- Items must be returned using the return label we provide. In rare cases where a return label is not provided, then please contact the 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.

Removal of personal data

When returning a product for any reason, you must do so in the exact conditions you received it from Amazon. In this respect you must entirely delete, remove and eliminate all personal data pertaining to you and/or any third party which may be possibly present in same item, and must de-latch any account possibly latched to same item. You will be fully responsible for any data breach that may occur if you fail to do so. You must remove from the returned product and from the box containing the returned product any item not pertaining to the returned product as originally received from Amazon. Amazon will not be responsible for any such items erroneously left by you within the returned product or within the box containing the returned product. You agree and accept that the returned product will become Amazon's property, and that Amazon is therefore entitled to sell it to third parties at Amazon's full discretion.

Amazon.co.uk Gift Cards

Amazon.co.uk Gift Cards are non-returnable items. However, unused gift cards may be eligible for a refund by contacting [Customer Service](#).

Other Specific Items

Amazon may sell certain products in unsealed boxes (e.g., for HTC and Huawei), as this is how we receive them. When returning these products to Amazon, you have to send them in the same conditions as received by you, without affixing any seal. Should you send us these products in a sealed box you may be held liable for any data breach or other adverse consequences related to such manumission.

For instructions on how to return certain specific items, please use the following links:

If your order was sold and dispatched by a Seller on Amazon Marketplace, you can learn more about [Arranging Marketplace Returns and Refunds](#).

For Prime Video, visit the [Prime Video Terms of Use](#) page.

For Amazon Music, visit [the Amazon Music Terms of Use](#) page.

For Kindle, visit the [Amazon Devices Returns Policies](#) page, the [Kindle and Fire Tablet Terms](#) page and the [Amazon Kindle Store Terms of Use](#) page.

For the Amazon Appstore for Android, visit the [Amazon Appstore for Android Terms of Use](#) page.

For Amazon Games and Software downloads, visit the [Amazon Games and Software Terms of Use](#) page.

For AutoRip Music, visit the [AutoRip Terms of Use](#).

For Shoes, Clothing, Jewellery & Watches, including Collection and Staples by the Drop items purchased from [The Drop](#), visit [About Free Returns On Fashion Items](#).

For items containing Hazardous Materials, visit [Items containing Hazardous Materials](#).

If you return items in which you've saved personal information, such as laptops, cameras or other electronic devices, you must erase this information completely before sending the product back to us.