

## Help & Customer Service

[All Help Topics](#)

### Amazon Device Terms, Warranties, and Notices

Amazon Stores Trade-in  
Program Terms &  
Conditions

Privacy Settings FAQs for  
Fire TV streaming media  
players, Fire TV Edition  
devices, Fire tablets and  
Kindle e-readers

Amazon Device Terms of Use

### Amazon Device Return FAQs

Follow Up Mode with Alexa

### Quick solutions



**Devices & Content**  
Deliver books, apps to  
your device



**Digital Purchases**  
View purchased books  
& apps



**Your Subscriptions**  
Edit payment info



**1-Click Settings**  
Change your address



**Digital & Device  
Forum**  
Ask the community

Contact Us

### Find more solutions

[Digital Services and Device Support](#) ▸

[Amazon Device and Digital Services Terms, Warranties, and Notices](#) ▸

[Amazon Device Terms, Warranties, and Notices](#) ▸

## Amazon Device Return FAQs

### What is your return policy for Amazon devices?

For return policies applicable to Amazon branded devices such as Kindle e-readers, Fire tablets, Amazon Fire TV devices and Echo devices and Amazon-branded accessories purchased from Amazon.com, see [About Our Returns Policies](#). Unless stated otherwise, if you are returning an item purchased as part of a bundle (including an Amazon device), any discount will be allocated proportionally among all the items in the bundle, and your refund will equal the amount you paid for the item. 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 by Amazon.

For return policies applicable to products purchased from Amazon.com that are not Amazon devices (such as third-party Fire TV Edition devices), and for return policies applicable to products purchased using an Amazon device, see [About Our Returns Policies](#).

If you purchased an Amazon device or accompanying accessory from a third-party retailer, returns are subject to the retailer's return policies. Please contact the retailer for details.

You can return any Amazon device or accessory you purchased from an Amazon Pop-Up for a full refund within 30 days as long as it's in new condition and the return is in accordance with our return policies. To return an Amazon device or accessory purchased from an Amazon Pop-Up, take it to an Amazon Pop-Up.

### How do I return my Amazon device to Amazon.com?

- 1. Prepare device for shipping:** Place your Amazon device in the original packaging, including all accessories that came with the device. You may still return a device if the box has been opened. It is not necessary to include the manual. If you are returning a Kindle e-reader or Fire tablet, turn off the wireless connection and place your device in the original packaging. While Amazon will perform a factory reset of your device upon receipt, please remove any data stored on your device, such as device settings, by resetting your device prior to returning it. Go to [www.amazon.com/mycd](http://www.amazon.com/mycd). After logging in, go to the Devices tab. Select the device you are returning, and using the menu button, select "Deregister."
- 2. Print a mailing label:** Visit the [Online Returns Center](#) on Amazon.com or contact Customer Support for assistance with your return. Your device must be returned to Amazon.com using a trackable shipping method.
- 3. Give return package to the shipper:** Please wrap the package securely, attach the return label you printed to the package, and take your return package to a drop-off location for the shipper indicated on the label. If your Amazon device is delivered to Amazon.com in the thirty-day period after the end of the applicable return window, we reserve the right to charge a restocking fee equal to 20% of the item's price. You will not be eligible for a refund if the device is delivered to Amazon.com more than 30 days following the end of the applicable return window.

**Note about shipping lithium ion batteries:** Kindle e-reader and Fire tablet batteries are considered "lithium ion batteries contained in equipment" under dangerous goods transportation regulations and do not require special labeling or documentation if two or fewer devices are shipped in a single package.

### How will I be refunded for a returned device or accessory?

When we have received and processed your return, our returns department will request the appropriate refund to the payment method used for the original order. All refunds are subject to our [refunds policy](#). Unless stated otherwise, if you are returning an item purchased as part of a bundle (including an Amazon device), any discount will be allocated proportionally among

all the items in the bundle, and your refund will equal the amount you paid for the item. View completed refunds by visiting the Order Summary in [Your Account](#).

**Note about pre-paid mailing labels and shipping cost refunds:** Return shipping costs are only reimbursed if the return is due to Amazon error. If a pre-paid label is not convenient in your location, indicate the cost of shipping you paid with your return (either on the packing slip inside of the box or written on the return label outside of the box). You may be reimbursed for your shipping costs according to our refunds policy.

**Is my Amazon device or accessory covered by a limited warranty?**

Whether you bought your Amazon device through Amazon.com or in a retail store, new and Certified Refurbished devices are covered by a limited warranty. Certain Amazon-branded accessories are also covered by a limited warranty. Copies of limited warranties for our devices and accessories are available at <https://www.amazon.com/devicesupport>. If you need service under the warranty or would prefer some personal assistance, please contact us so we can help determine how best to help you. We'll gladly provide service or a replacement according to the warranty guidelines.

Was this information helpful?

Yes

No

[Back to top](#)

**Get to Know Us**

Careers  
Blog  
About Amazon  
Investor Relations  
Amazon Devices  
Amazon Science

**Make Money with Us**

Sell products on Amazon  
Sell on Amazon Business  
Sell apps on Amazon  
Become an Affiliate  
Advertise Your Products  
Self-Publish with Us  
Host an Amazon Hub  
› See More Make Money with Us

**Amazon Payment Products**

Amazon Business Card  
Shop with Points  
Reload Your Balance  
Amazon Currency Converter

**Let Us Help You**

Amazon and COVID-19  
Your Account  
Your Orders  
Shipping Rates & Policies  
Returns & Replacements  
Manage Your Content and Devices  
Help

English

\$ USD - U.S. Dollar

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

AmazonGlobal  
Ship Orders Internationally

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

Prime Video Direct  
Video Distribution Made Easy

Shopbop  
Designer Fashion Brands

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

