Amazon Business Return Process

You can return many 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?

Go to Returns Center

Start your return and get a return mailing label

To start a return on an item you ordered:

1. Go to the Online Returns Center.
2. Follow the on-screen instructions to get a return mailing label and choose a return option. Depending on the item's eligibility, you'll be able to choose one of the following options:
   - Refund
   - Replacement
   - Exchange

   Note: Not all options will be available for all items. For items sold by an Amazon seller that aren't eligible for Amazon Prime from that seller, you will see Submit return request. The seller reviews the return request before issuing a refund or replacement. If you don't receive a response within two business days, you can submit an A-to-z Guarantee claim. For more information, go to A-to-z Guarantee Protection.

Prepare and ship your return

After you've completed the steps above:

1. Print your label. If you select a shipping option that requires a return label, it will be e-mailed to the e-mail associated with your Amazon account and accessible from Manage returns. If you don't have access to a printer, do one of the following:
   - Send your label to a friend to print. Go to Manage returns, click Print mailing label and then Email it to a friend.
   - Request one to be mailed to you. The label will arrive in 3 to 5 days. Additional charges for this service will apply. Go to Manage returns, click Print mailing label and then Request label by mail.
2. Prepare your package for return.

   Pack your item securely, inserting any paperwork that was included when you requested your return from the Online Returns Center. If you don't have the original product packaging, use a sturdy box and include padding such as packing bubbles or newspaper. Attach your return label to the package.

   Important: If you need to return multiple orders, please don't consolidate returns. Return orders individually, using a separate return label for each order.
3. Ship your return based on the return shipping option you selected.
For more information on the return shipping options, go to About Return Shipping.

If you need to return a gift, go to Return a Gift.