

HP location: post 15d <https://sellercentral-europe.amazon.com/help/hub/reference/G201468550>

HP location of tracked changes doc (In English only):
<https://sellercentral.amazon.co.uk/help/hub/reference/GQHOGTBD7XB7EECN>

Customer returns for international sales

When processing an international return for orders that you ship to customers in the nine European stores, the three North American stores, ~~and~~ or Japan store, you must use one of the return methods listed below.

~~Effective October 05, 2021, if you are fulfilling customer orders sold on Amazon.co.uk from outside the UK, we request that for items and orders under GBP20 (including VAT and shipping charges), you offer either Return Method 1 (Returnless Refund) or Return Method 2 (Provide a domestic return option). If you do not provide Amazon with a default return address in the UK, for items and orders under GBP20, Amazon will automatically issue the customer a refund on your behalf where return requests fall within the scope of the Amazon Return policy, without requiring the customer to return the item to you (Returnless Refund). The above policy applicable to Amazon.de, Amazon.fr, Amazon.it, and Amazon.es, for all items and orders under Euro25 (including VAT and shipping charges).~~

~~From October 5, 2021 all MFN Selling Partners that sell on the European marketplace stores Amazon.co.uk, Amazon.de, Amazon.fr, Amazon.es, Amazon.it, and fulfill customer orders from abroad, you are required to provide Amazon with a default domestic return address for items equal or under £20 or €25 (including VAT) or otherwise offer Returnless Refunds for these items. For example, if you are fulfilling orders received on from Amazon.de from outside Germany, then you are required to provide a German default return address (or a Returnless Refund) if the item is equal or under €25 (including VAT), or, if you received an order on Amazon.co.uk and the item is equal or under £20 (including VAT) and you are fulfilling orders from outside UK, you are required to provide a UK default return address (or a Returnless Refund). The default return address you provide to Amazon is used to generate either an Amazon Prepaid Return Label (applicable to APRL enrolled sellers only) or an unpaid address label for the customer on all returns that fall under Amazon's return policy, to allow customers to send the item back to you.~~

~~If a default domestic return address is not provided in the marketplace store you are selling in, then Amazon will automatically issue a refund on your behalf, for all in-policy returns that meet the above-mentioned thresholds, without requiring the item to be returned to you (Returnless Refund).~~

~~We consider your product price (including VAT) when applying the thresholds of this policy. Note that the refund processed for the customer includes product price inclusive of VAT and shipping paid by the customer as applicable.~~

~~If you do not have a default domestic return address for one or more of the European marketplace stores you are selling from, you can reach out to an international returns provider listed on the Service Provider Network page, who may be able to help.~~

Return method options:

- **Return ~~m~~Method 1: Returnless Refund:** Offer a full refund without requesting that the item be returned

- **Return ~~m~~Method 2: Provide a **Default Domestic Return option**:** Provide a default domestic ~~local~~ return address in the marketplace-store you are selling in, corresponding to the store. For example, if you sell on Amazon.~~de~~ ~~co.uk~~, you will provide a German default return address or if you sell on Amazon.co.uk, provide a default return address in the United Kingdom. If you do not have a ~~local~~ domestic return address, an International ~~r~~Returns ~~p~~Provider on the Solution Service Provider Network may be able to help.

Important: If you choose this return method for Amazon.co.uk orders shipped to customers in the UK, you must use Amazon's prepaid returns service. Note that you are required to ~~If you select this option, you must~~ issue refunds within two business days of receiving the returned item. For more information, go to Prepaid returns for seller-fulfilled orders.

- **Return method 3: Provide Prepaid International Return Shipping:** Provide your own prepaid return mailing label for a return request from the store marketplace store in which you are selling. For example, if you are selling on Amazon.de and request returns to be shipped to shipping from China, you will provide the customer with a return label from Germany to your location in China. We recommend that prepaid return shipping labels include tracking.

Important: For International returns, the cost of return shipping is always the seller's responsibility, even for customer-responsible fault returns. If you offer a domestic return option, you are generally not required to refund the cost of the original shipping for customer-responsible fault returns. For seller-responsible fault returns, you must refund the cost of original shipping.

How to offer each return method

Return method 1: Offer Returnless Refund: Offer a full refund without requesting that the item be returned:

1. From the Orders drop-down menu, click **Manage returns**.
2. Select the return you would like to refund, and then click **Issue refund**.
3. Select **Buyer return** as the reason for the refund, and process a full refund.
4. Close the returns request by selecting **Refund without return** as the reason for closing the request and provide comments to the customer.

Important: If you are issuing a **Refund without return**, you must refund the exact amount paid for the item. Negotiating a partial refund is not an alternative to a return.

Return method 2: Provide a domestic ~~local~~ return address. To update your domestic ~~local~~ return address:

1. From the **Settings** drop-down menu, click **Account Info**
2. On the Seller Account Information page, under the **Shipping and Returns Information** section, click **Return AddressInformation**.
3. On the **Return Settings** page, click **Return Address Settings**.
4. Select an existing domestic ~~local~~ address as your default domestic return address or enter a new default return address.

Note: This must be a valid address that you are authorized to use.

5. Click **Submit**.

Note: If you do not have a [domestic local](#) return address, an [International r>Returns](#) provider on the [Solution Service Provider Network](#) may be able to help.

Return method 3: Provide a pre-paid return [postage mailing](#) label for a return request:

1. On the Orders drop-down menu, click **Manage Returns**.
2. Click **Authorize Request** for the return request you would like to approve.
3. Under **Your return [postage mailing](#) label section**, select **I will provide a pre-paid [mailing postage](#) label for this request**.
4. Upload a shipping label, select the **carrier** used, and enter the **Tracking ID** if you have it
5. Set the return label cost to 0.00 to ensure that the [customer buyer](#) is not charged for return shipping.

Alternatively, you can email the pre-paid return label to the customer from the Buyer-Seller messages section of your Seller Central account.

Examples of providers of pre-paid labels include:

- [Hermes](#)
- [Royal Mail](#)
- [UPS](#)
- [DHL](#)
- [La Poste](#)

If we determine that you did not follow these requirements, we may pro-actively issue a refund to affected customers (allowing the customer to keep or discard the item).

As you consider how your customers will return items that they purchase from you, note the following options:

Customs

For international returns, you are responsible for complying with all the import and export obligations, and for payment of all applicable duties and customs fees.

Using Fulfillment by Amazon

When you choose FBA, Amazon will handle local returns on your behalf for FBA orders in that store, so you don't have to worry about providing a local return address. To learn more about FBA returns, go to [FBA Customer returns policy](#)[Customer returns for orders fulfilled by Amazon](#).

Offering partial refunds:

In certain situations, it may be appropriate to offer a partial refund on the returned product. Full refunds should be given for returns, cancellations and out-of-stock items. Partial refunds

should only be performed as a goodwill gesture or for compensation/dispute resolution issues (for example, the item arrived slightly damaged or there were minor discrepancies in the product description) and are made at the discretion of the seller. If you decide to issue a partial refund, we recommend agreeing on this with the buyer in advance to help avoid misunderstanding or a possible A-to-z Guarantee claim. For more information, go to [Issue a Partial Refund](#).

Engaging a third-party international returns provider:

We have created a list of returns providers that can accept returns in your customers' countries. Depending on your sales volume and unit price, International Returns Providers may offer solutions that reduce the costs you incur when customers in other countries return your products. For example, some providers will consolidate returns and ship them back to you or ship them to another customer. For a list of international return providers, go to [Solution Service Provider Network](#).