

Customer Returns and Refund Requests

Learn how customer returns and refunds are managed for Fulfillment by Amazon (FBA) orders and when you may be eligible for reimbursement.

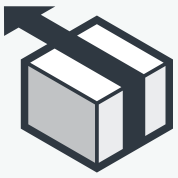
This is how customer returns and refunds are processed.






Returns Policy

Customer Returns for Orders Placed

With FBA, Amazon provides fulfillment and customer service for your orders, including processing customer returns. This indicates that a refund will be automatically processed when your buyer contacts Amazon Customer Service to claim an issue related to a FBA order.



1. The Buyer claims the item is not received or returns the item for refund.

-  The item ordered arrived **too late** or the order was **not delivered**.
-  The item ordered is returned as **"sellable product"** (the item was not as expected / not wanted anymore).
-  The item ordered is returned as **"unsellable product"** (the item is defective / the item has been damaged – by the buyer or the carrier).





2. The Buyer is refunded and the Seller account is debited.

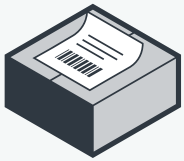
Seller receives an FBA notification email : "Refund initiated for Order X"

When a buyer is refunded for a FBA order, Amazon debits the Seller account. Please expect a delay between the refund to the buyer, the return of the item to your inventory, and the result of eligibility for reimbursement.

When the buyer refund is issued, the Seller account balance will be:

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|  Credited the amount of the Referral Fee attributable to the amount of the customer refund. |  Debited the applicable Refund Administration fee also known as the Refund Commission fee. The administration fee can amount up to 20% of the item price up to a maximum of 5 EUR/GBP. |
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This is the case for all FBA refunds regardless of refund reason.



3. The item has been returned to the Seller inventory.

Open the [FBA return report](#) to double-check whether or not the item has been returned to your Inventory. Please expect a delay between the refund to the buyer and the physical return of the product back to your FBA inventory.



If Yes

Check the return report (see link below) and the condition of the return item.

1. If **sellable**, the product is added to the Seller stock and will be available to be sold again.
2. If **unsellable**, the eligibility of the reimbursement will depend on the condition of the damaged units.
 - **Carrier Damaged / Damaged:** returned FBA products are eligible for reimbursement, Amazon will credit your account and take ownership of the damaged unit.
 - **Defective / Customer Damaged:** returned FBA products are not eligible for reimbursement, Unsellable stock needs to be removed from inventory through removal/disposal order process.

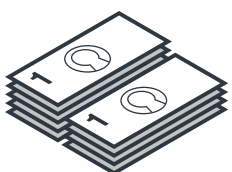
Tips for Defective / Customer Damaged

- Request for an [automated removal](#) for unsellable item so it can be sent to you.
- Inspect the item when you receive it back, you need to investigate the defective condition of the item directly with your supplier / manufacturer.
- Did you know? FBA refurbishing services allows Amazon to [repackage eligible customer](#) returns so that they can be sold as new.



If No

If an item is not returned to your inventory after the allowed timeframe for FBA returns, Amazon will credit your Seller account. Please see section **Determining Reimbursement Eligibility** on this [help page](#).



Reimbursement Policy & Value

All reimbursement where Amazon claims responsibility on the damaged / returned item are calculated in accordance to our FBA lost and damaged policy. See the [FBA Lost and Damaged Inventory Reimbursement Policy](#).

- Amazon will:
- | | | |
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|  Replace the item(s) with a same one | OR |  Pay the evaluated replacement value of your lost item(s), less any applicable FBA & Selling fees. |
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