

Customer returns for international sales

When processing an international return for orders that you deliver to customers in the United States and the five European marketplaces (i.e. Italy, France, Germany, Spain, United Kingdom), you must use one of the three methods listed below.

Return Method Options:

- Method 1: Offer a full refund without requesting the item to be returned.

—OR—

- Method 2: Provide a local return address in the buyer's marketplace. For example, if you sell on Amazon.co.uk, provide a return address in the United Kingdom. If you do not have a local return address, an International Returns Provider on the [Solution Provider Network](#) may be able to help.

—OR—

- Method 3: Provide a pre-paid return postage label for a return request from the marketplace in which you are selling. For example, if you are a China seller selling on Amazon.de, provide the customer with a return label from Germany to you. We recommend that prepaid return shipping labels include tracking.

Note: Because buyers will no longer need to pay up front for return shipping and wait to be reimbursed by the seller, we have disabled this option.

When processing an international return for orders that you deliver to customers in the nine European marketplaces, the three North American marketplaces and Japan marketplace, you must use one of the return methods listed below.

Effective October 5, 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 will also apply to Amazon.de, Amazon.fr, Amazon.it and Amazon.es, for all items and orders under Euro25 (including VAT and shipping charges).

Return method options:

1. **Return Method 1: Returnless Refund:** Offer a full refund without requesting that the item be returned;
2. **Return Method 2: Provide a Domestic Return Option:** Provide a local return address corresponding to the marketplace. For example, if you sell on Amazon.co.uk, provide a return address in the United Kingdom. If you do not have a local return address, an International Returns Provider on the Solution Provider Network may be able to help; or

Important: If you choose this return method for Amazon.co.uk orders delivered to customers in the UK, you are required to use Amazon's prepaid returns service. If you select this option, you must issue refunds within two working days of receiving the returned item. Visit [Prepaid returns for seller fulfilled orders](#) to learn more.

3. **Return Method 3: Provide Prepaid International Return Shipping:** Provide your own prepaid return mailing label for a return request from the marketplace in which you are selling. For example, if you are selling on Amazon.de and dispatching 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-fault returns. If you offer a domestic return option, you are generally not required to refund the cost of the original delivery for customer-fault returns. For seller-fault returns, you must refund the cost of original delivery notwithstanding whether the return is shipped to an address in the UK or outside the UK.

How to offer each return method

Return Method 1: Offer a full refund without requesting that the item be returned:

1. From the Orders drop-down menu, click on **Manage Returns**.
2. Select the return you would like to refund, and then click on **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 had the item been returned to you. Negotiating a partial refund is not an alternative to a return.

Return Method 2: Provide a local return address. To update your local return address:

1. From the **Settings** drop-down menu, click on **Account Info**.
2. On the Seller Account Information page, in the **Shipping and Returns Information** section, click on **Return Information**. On the **Return Settings** page, click on **Return Address Settings**.

3. Select an existing local address as your default return address or enter a new default return address.

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

4. Click on **Submit**.

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

Return Method 3: Provide a pre-paid return mailing label for a return request:

1. On the Orders drop-down menu, click on **Manage Returns**.
2. Click on **Authorise Request** for the return request you would like to approve.
3. In the **Your return mailing label section**, select **I will provide a pre-paid mailing 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 the 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:

- **UPS:** <https://www.ups.com/content/us/en/bussol/browse/returns.html>
- **DHL:** http://www.dhl.com/en/express/shipping/ship_online/ereturn.html
- [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, please keep the following options in mind:

Customs:

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

Using Fulfilment by Amazon:

When you choose FBA, Amazon will handle local returns on your behalf for FBA orders in that marketplace, so you do not have to worry about providing a local return address. To learn more about FBA returns, see [Customer Returns for Orders Fulfilled by Amazon](#).

Offering partial refunds:

In certain situations, it might be appropriate to offer a partial refund on the product being returned. 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.

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. Visit our [Solution Provider Network](#) for international return providers.