

https://sellercentral.amazon.co.uk/gp/help/help.html?itemID=G201725710&language=en_GB&ref=su_G201725710_cont_521

Return policies

To ensure that buyers have a consistent experience, Amazon requires

- [all](#) sellers to have return policies that are at least as favourable as the Amazon return policies; [and](#)
- [sellers with a UK default return address to either offer prepaid return labels for a tracked ship method \(domestic only\) or returnless refunds for all customer return requests that fall within the scope of Amazon Return Policy. Sellers with a UK default return address are auto-enrolled into Amazon Prepaid Return Label feature \[link to https://sellercentral.amazon.co.uk/gp/help/help-page.html?itemID=202072200&ref=ag_202072200_bred_202175040\].](#)

For more information about [Amazon's Return](#) ~~this~~ policy, see [Amazon.co.uk return policies](#)

To help provide the best experience for buyers, the return information on your Amazon Seller information and policies page clarifies that buyers may return products to you in accordance with the Amazon return policies. The return information directs buyers to the Amazon return policies and gives buyers the ability to contact you for information about more favourable policies that may apply.

Note: This policy applies to all customers, including Amazon Business customers.