

Amazon Business Return Process

You can return many items sold on Amazon. Items shipped and sold by Amazon.com can be returned within 30 days of shipment.

Need to return an item?

[Go to Returns Center, amazon.com/returns](https://www.amazon.com/returns)

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, amazon.com/returns](https://www.amazon.com/returns)
2. **Follow the on-screen instructions to get a return mailing label and choose a return option (Refund, Replacement, or 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, amazon.com/gp/help/customer/display.html?nodeId=G59PXSUWUFR92NUQ](https://www.amazon.com/gp/help/customer/display.html?nodeId=G59PXSUWUFR92NUQ)

Orders can be returned via different options:

- If the order is being returned via USPS, you can drop off at UCSB Mail Services between 8:00am and 4:00pm or the on campus Post Office located in the UCEN.
- If the order is being returned via FedEx or UPS, please take to MSI Purchasing to schedule a pickup from MSI's receiving room.
- If available when initiating your return, Amazon fulfilled items can also be returned at the Amazon Isla Vista pickup point located at 6533 Trigo Road.

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, amazon.com/gp/orc/returns/history/view/ref=orc_hp_p_exr](https://www.amazon.com/gp/orc/returns/history/view/ref=orc_hp_p_exr)
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.**