

customer  
service



We're here to help, John

We'll walk you through fixing most things here, or connect you to someone if you need more help.

What can we assist you with today?



**Your Orders**

Track packages  
Edit or cancel orders



**Returns & Refunds**

Return or exchange items  
Print return mailing labels



**Get Product Help**

Troubleshoot product setup and  
usage issues



**Digital Services and Device  
Support**

Troubleshoot device issues



**Manage Prime**

Learn about Prime benefits  
Cancel Prime membership



**Payments & Gift Cards**

Add or edit payment methods  
View, reload gift card balance



**Your Account**

Manage your account preferences



**Amazon and COVID-19**

Impacts on orders and deliveries  
Amazon COVID-19 Test Collection  
Kit DTC



**Safe Online Shopping**

Learn how to protect your account  
Report something suspicious

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*We're here to Help! If you're having trouble with an order, scan the QR code above to be brought directly to the [Help Page](#) in your Amazon Account. Here you can track your orders, deal with returns and refunds, as well as manage your account information and payment preferences. If you would like to speak to someone directly, our Customer Service Team is available 24 Hours a day to assist you. To reach a member of our Customer Service Team, Call **1-888-280-4331***

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