Amazon Makes Returns Even Easier This Holiday with Free Returns on Millions of Items

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Amazon (NASDAQ: AMZN) today announced that itâ€™s making buying â€“ and returning â€“ even more convenient this holiday season by offering customers at least one free return option on millions of items sold on Amazon.com. Free returns are now available for electronics, household items, pet supplies, kitchen appliances and more, in addition to shoes and apparel, no matter the reason for the return.

“At Amazon, we’re constantly innovating on the customer experience – not only when purchasing an item, but also making a return,” said Libby Johnson McKee, Director, Amazon WW Returns and ReCommerce. “With free returns on millions of items, customers don’t need to worry if the keyboard they ordered doesn’t feel quite right or if their dog likes his new bed – they can buy with confidence, knowing they’ll be able to return it for free with just a few easy clicks.”

As Amazon’s logistics network continues to grow, the company is enabling delivery and returns at even faster speeds, and to the most convenient locations. Previously only clothing, shoes and bedding were eligible for at least one free return, and now through Amazon’s network of locations, expanding partnerships with other retailers, and the back-end technology that Amazon has worked on for years, customers can return millions of items for free.

Returning in Three Easy Steps

To start a return, customers select the item(s) to be returned and the reason for returning from the ‘Your Orders’ page on Amazon.com or the Amazon app. Customers then select from a list of convenient return options, including at least one free option, and then drop off their item at a location within 5 miles of their delivery address. Most refunds are credited to customer’s accounts within 2 hours of the return being initiated.

A New, More Sustainable Way to Return

Amazon now offers a label-free and box-free return option for eligible items at more than 5,800 locations, limiting the amount of packaging used in returns and in many cases, reducing the number of pickups from drivers. For customers, label-free, box-free returns is simple to use – customers show the QR code received after starting a return, along with the

item to be returned, to an associate at a participating location. The associate will then pack and ship it for free, consolidating packages whenever possible. Amazon's label-free and box-free return option is one of many sustainability initiatives across Amazon, including goals such as The Climate Pledge, the company's commitment to net zero carbon by 2040 and 100% renewable energy by 2030.

Even More Places to Return

Amazon now offers more than 18,000 no-cost return drop-off locations for customers, including Amazon Books stores, Amazon 4-Star stores, Amazon Hub locations, select Whole Foods Markets and third party locations like Kohl's, and UPS and more.

Source: Amazon

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