

Parimal | Customer Service

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Hello, my name is Parimal and I'm a member of leadership team at Amazon. I'm here to help you.

8:27 PM

Hi

8:27 PM

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I'm sorry for the trouble you had to face with this.

Please allow me to explain,
We provide pre paid return for items shipped within USA
For international return we do not have pre paid return as of now.

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In this case, I'd request you to pay the return shipping amount and return the item for refund and provide us return shipping receipt which contains return tracking number and we'll refund you the total amount charged to you for returning the item.

8:31 PM

Ok, that works. I was never informed about having to pay the return shipping, now i know. When did this change?

8:32 PM

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Pre paid returns are available as per items as of now
For some items it is available for some it isnt

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As soon as refund get issued contact us back with return shipping receipt and we'll refund you the amount for returning the item

8:34 PM

Ok, you have to be clear about this when organing a return. I wasn't informed, the associate just created a labedl.

Thanks

Thats all, have a nice day.

8:34 PM

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Write a message...

Send