



**Need to Return an Item?**

Our online Returns Centre will guide you through the return process--you can even print out a return shipping label. After packing your return, please send it back to us via Canada Post. We'll notify you via e-mail when we've processed your refund.

**Returns Policy**

Holiday Returns Policy: Items shipped by Amazon.ca between November 1, 2012 and December 31, 2012, may be returned until January 31, 2013, for a full refund, subject to our other return guidelines listed below.

Items shipped from sellers other than Amazon.ca are not required to offer an extended return policy for the holidays, and are subject to the additional return policies listed below unless otherwise stated in their Return Policy. For more details, visit our Seller Returns page.

You may return any of the following items to Amazon.ca, for any reason, for a full refund (we'll also refund the return shipping cost, if the return is a result of our error) within 30 days of delivery of your shipment (including gifts):

■ Any book in its original condition

■ Any unopened (still in its plastic wrap) CD, DVD, VHS tape, software, or video game

You may return eligible baby items to Amazon.ca, for any reason, for a full refund (we'll also refund the return shipping cost, if the return is a result of our error) within 45 days of delivery of your shipment (including gifts).

Please note that we cannot accept the return of opened items or items returned more than 30 days (45 days for eligible baby item) past delivery. We can only process returns and refunds for items purchased at Amazon.ca. We cannot exchange items.

If you ordered your item from an Amazon Marketplace seller, please see our Marketplace returns policy for more information about returning your order.

**Using our Return Mailing Label**

The return mailing labels obtained from the Amazon.ca online Returns Centre are valid only for returns shipped within Canada. However, you can still use the online Returns Centre for items shipped from Amazon.ca to outside of Canada.

Each return mailing label is coded for a specific shipment. Please do not include items from other orders, or other shipments from the same order, in the same box, or you will not receive the correct refund. Each shipment must be returned using a separate mailing label.

If you use this mailing label and the return is a result of our error (you received an incorrect or defective item, etc.), we'll pay the return shipping costs.

If you use this mailing label and your return is not the result of our error, the shipping cost of that returned item will be deducted from your refund. The amount deducted will be the equivalent to our standard shipping costs for that item.

**Replacement of Damaged or Defective Items**

If you received a defective item that is sold by Amazon.ca and need to replace it with the same item, visit our online Returns Centre to request a replacement. Items that are fulfilled by Amazon.ca can't be replaced, but may be returned.

**Refunds**

We'll notify you of your refund via e-mail after we've received and processed the returned item. You can expect a refund in the same form of payment originally used for purchase within 7 to 14 business days after we receive your return.

If you paid for all or part of an item you want to return with a promotional coupon or code and the code has not expired, that part of your refund will be credited to your account, and will be available to use the next time you place an order at Amazon.ca. Please note, however, that the original expiration date still applies.

**Returning a Gift**

Gift returns are confidential.

The online Returns Centre allows gift recipients and gift givers to return items fulfilled by Amazon.ca, even if the order wasn't marked as a gift when it was purchased. The type of refund or credit you receive depends on how the gift was purchased and how it's returned.

Once your return is processed, we'll send an Amazon.ca Gift Certificate in the amount of the returned item(s) to the e-mail address you enter on the online Returns Centre form. If you're the gift giver, you'll receive a refund to the original payment method. You'll need the order number to complete the returns process; this can be found on the packing slip. If you don't have an order number, please contact us.

**Returning Electronics**

Electronics purchased from Amazon.ca, or a seller but fulfilled by Amazon, can be returned to Amazon.ca within 30 days of receipt of shipment via our online Returns Centre. These items must be in new condition with original packaging and accessories. We cannot accept returns of products missing the serial number or UPC; we will not issue refunds for such items.

**Televisions**

TVs purchased from Amazon.ca, or a seller but fulfilled by Amazon, will have FREE Return Shipping (via the online Returns Centre) up to 30 days from the date you receive the TV.

The TV must be in new condition with the original packaging and accessories. Products missing the serial number or UPC cannot be accepted; refunds will not issue refunds for such items.

Amazon.ca is happy to accept returns for large TVs that are shipped via a specialty shipper. These items do require a special type of return and cannot be returned with a pre-paid return mailing label like standard shipments. If you need to return a TV purchased from Amazon.ca, or a seller but fulfilled by Amazon, that was shipped via a specialty shipper, visit the online Returns Centre and request the return. We'll follow up with instructions for returning the TV.

**Returning Watches**

Returning Amazon.ca Purchases

If you need to return a watch order you placed directly with Amazon.ca, or a seller but fulfilled by Amazon, just visit our Returns Centre and return the watch within 30 days of delivery. Keep the following guidelines in mind:

 ■ Watches that have been resized, damaged, or otherwise altered after delivery will not be accepted for return. All watches must be returned in new, unworn condition, and will undergo quality checks.

■ All product packaging materials--including boxes, manuals, warranty cards, and any other materials in the original shipment--must be returned with your merchandise.

**Returning Amazon Merchant and Marketplace Purchases**

If you'd like to return an order made from an Amazon merchant, you will find a link to contact your merchant via the order summary in Your Account. Click the Your Account link in the top right corner of this or any other page on our site. After you sign in, you'll find a listing of your recent orders. Once there, simply locate your order and look for the button labeled "Need to return an item?" If you're returning watches purchased from Amazon Marketplace, please contact the seller directly.

**Returning Baby Items**

Eligible baby items purchased from Amazon.ca, or a seller but fulfilled by Amazon, are easily returned within 45 days of receipt of shipment via the online Returns Centre. All other baby items purchased from Amazon.ca or a seller are easily returned within 30 days of delivery. Returns should be in new and unopened condition. You won't be charged return shipping costs for your return.

To initiate a return of an item, whether purchased from Amazon.ca or a seller, please visit the online Returns Centre. To view a seller's return policy, click Return Items in the online Returns Centre, then click the "seller profile" link to reach the seller's storefront. From there, you can read more about the seller and its return policy.

**Returning Breast Pumps**

Amazon.ca and most sellers accept returns of unused breast pumps that are in their original condition with the factory seal and packaging intact.

Breast pumps purchased from Amazon.ca are easily returned within 45 days of receipt of shipment via the online Returns Centre. Breast pumps purchased from a seller are easily returned within 30 days of delivery. Returns should be in new and unopened condition. You won't be charged return shipping costs for your return.

To initiate a return of an item, whether purchased from Amazon.ca or a seller, please visit the online Returns Centre. To view a seller's return policy, click Return Items in the online Returns Centre, then click the "seller profile" link to reach the seller's storefront. From there, you can read more about the seller and its return policy.

**Returning Shipments without a Packing Slip**

If you ordered an item that you want to return but can't find the packing slip, you can still return it via our online Returns Centre. You'll be asked to select the relevant order from Your Account.

If you want to return an item that was given to you as a gift, you can also return it via our online Returns Centre. However, you will first need to ask the person who purchased the gift for you for the order number.

**Questions:**

Reading Questions

1. When is Amazon.ca’s Holiday Returns policy in effect?
2. Does Amazon pay for the shipping if you return an item?
3. Can you exchange items?
4. If a person buys you a gift from Amazon.ca can you return it? Will the gift giver know?
5. How much does it cost to ship a television back to Amazon?
6. How long do you have to return baby items? Why do you think they made it this way?
7. If my wife buys a breast pump can she return it?

Opinion Questions

1. What are the advantages to returning items from amazon.ca? What are the disadvantages?
2. What is tricky about buying from a seller?
3. What items are you more likely to buy online what items are you less likely to buy online? Why?
4. Write a short paragraph why you like or don’t like online shopping.