

# Amazon Return

Navigate to <https://business.amazon.com/>

Select Sign-in on the top right corner of the screen.

Fill in with your 7 Digit UMBC email address. And Single Sign on password

The screenshot shows the Amazon Business sign-in interface. At the top, the 'amazon business' logo is displayed. The main heading is 'Sign in with business credentials'. Below this, there are two input fields: 'Email or mobile phone number' containing 'ab12345@umbc.edu' and 'Password' with a masked input. A 'Forgot your password?' link is next to the password field. A blue 'Sign in' button is positioned below the fields. Underneath the button, a small text line reads 'By continuing, you agree to Amazon's Conditions of Use and Privacy Notice.' At the bottom of the form, there is a checkbox labeled 'Keep me signed in. Details'.

Select "Hello (your name) account for UMBC"

And go to Your orders

The screenshot displays the Amazon Business account page for 'Christina' in Baltimore. The top navigation bar includes the 'business prime' logo, delivery location, a search bar, and 'Prime Deals: October 10 - 11'. The account name 'Hello, Christina Account for UMBC' is visible on the right. A dropdown menu is open under the account name, showing 'Your Orders' as the selected option. The 'Your Orders' menu lists several items with their prices and 'Add to Cart' buttons. The background of the page shows a promotional banner for office supplies and a 'Today's Deals' section.

Product	Price	Prime	Action
Amazon Basics Multipurpose Copy Printer Paper, 8.5" x 11", 20lb, 1 Ream (500 Sheet...)	\$8.49 (\$0.02/Count)	✓prime	Add to Cart
EZlifo Double Sided Tape Heavy Duty, Extra Large Nano Double Sided Adhesive T...	\$9.99 (\$0.08/Item)	✓prime	Add to Cart
EXPO Low Odor Dry Erase Markers, Ultra-Fine Tip, Assorted Colors, 8 Count	\$6.49 (\$0.81/Count)	✓prime	Add to Cart

Go to order placed,  
Select return or replace items.

The screenshot shows the Amazon Business Prime 'Orders' page. At the top, there are navigation tabs: 'View Your Orders: Paid by UMBC', 'Orders', 'Buy Again', 'Not Yet Shipped', 'Digital Orders', 'Local Store Orders', and 'Cancelled Orders'. Below this, it indicates '1 order placed in last 30 days'. The main order details include: ORDER PLACED (September 14, 2023), SHIP TO (Ann Füsselbaugh, Central Warehouse), PLACED BY (Christina Carvin, Jaggaer punchout), TOTAL (\$27.29), and PO# (J00032121). The order was delivered on September 19, 2023, to a receptionist. The item is a '1080P Webcam with Microphone, eMeet C960 Web Camera, 2 Mics Streaming Webcam with Privacy Cover, 90°View Computer Camera, Plug&Play USB Webcam for Calls/Conference, Zoom/Skype/YouTube, Laptop/Desktop'. A dropdown menu is open over the 'Return or replace items' button, showing options: 'Track package', 'Get product support', 'Print packing slip', 'Return or replace items', 'Share gift receipt', 'Leave seller feedback', and 'Write a product review'. To the right, there are recommendations for other digital items like 'BlackBerry Jay Baruchel' and 'Dungeons & Dragons: Honor...'. At the bottom, there is a 'Buy it again' button and a 'View All & Manage' link.

Select a reason for the return in the Drop down.

Press continue.

The screenshot shows the 'Choose items to return' page on Amazon Business Prime. The header includes 'business prime', 'Deliver to Christina Baltimore 21250', a search bar, and 'Office supplies store'. The main content area shows a selected item: '1080P Webcam with Microphone, eMeet C960...' with a price of \$27.29. A dropdown menu is open over the 'Why are you returning this?' section, listing reasons such as 'Bought by mistake', 'Better price available', 'Item defective or doesn't work', 'Product damaged, but shipping box OK', 'Didn't approve purchase', 'Inaccurate website description', 'Product and shipping box both damaged', 'Missing or broken parts', 'Wrong item was sent', 'Item arrived too late', 'No longer needed', and 'Received extra item I didn't buy (no refund needed)'. To the right, there is a 'Continue' button and a 'Return eligible through Oct 19, 2023' notice. The bottom of the page has a dark blue bar with the text 'Have an idea...' and a 'Back' button.

Select Refund to original payment method.

Select Contine

Why are you returning this? Item arrived too late

How can we make it right?

 Details ▾

**FREE Shipping** Why? ▾

- Replace with the exact same item
- Troubleshoot on your own
- Refund to your original payment method**  
Estimated refund timing: Refund is issued within 30 days after we receive the item. Once we issue your refund, it takes up to 7 days for your financial institution to make funds available in your account.

Continue

Items you're returning



Have an idea to help us improve? [Send feedback](#) ▸

Select UPS Dropoff, confirm return, and print label and attach to package.

How would you like to return your items?

1000 Hilltop Circle, Baltimore, MD, 21250 [Change address](#) ▾

**Help reduce trucks on the road:**  
No box or label needed return options helps us reduce packaging and to fit more items into shipments, thus reducing trucks on the road!

 Details ▾

- Petco Dropoff — no box or label needed **FREE**
- The UPS Store Dropoff — no box or label needed **FREE**
- Amazon Dropoff — box and label needed **FREE**
- UPS Dropoff — box and label needed** **FREE**  
Please package and label your return and bring it to any UPS drop off location of your choice. UPS offers a variety of drop off locations.  
You can find them on the [UPS website](#)  
Print the return shipping label anytime from [Your Orders](#) or your email.
- UPS Pickup — box needed **\$7.99**

Confirm your return  
Return by Oct 20, 2023

**Refund summary**

Refund subtotal	\$27.29
Shipping (UPS Dropoff — box and label needed)	\$0.00
<b>Total estimated refund</b>	<b>\$27.29</b>

Items you're returning



From here you can return the item when UPS comes to the office to make a delivery. Or take it to a UPS drop off Location.