

Q: I received damaged/missing product from Amazon. How to I resolve?

A: We ask that you please contact Amazon for further assistance regarding replacements and refunds.

1) Log in to your account on the Amazon website or app.

2) Navigate to the menu and select "Account".

3) Under the "Customer Service" section, select "Contact Us".

4) Locate and select the item you wish to process the return/claim on from the list of purchased items.

5) Next, select the reason for the return/claim. Follow the prompts to complete the return/claim.

"Says delivered, but it's not here"

Entire item is missing.

"Damaged or defective item"

Item arrived damaged.

Item does not work.

"Return or replacement"

Missing parts

Wrong item

Don't want/need items.

6) Follow the prompts to complete the return/claim.

7) Follow the instructions to return the product, if required.