How-To Guide: Customer Support Resources

There are several Customer Support resources available to Amazon Business users who have specific questions in regard to their business accounts.

The guide below outlines the different resources one can utilize to contact Amazon Business Customer Support.

![amazon business logo]

Customer Support Resources

1. Hover over Hello, NAME and select **Customer Service** from the drop down menu.
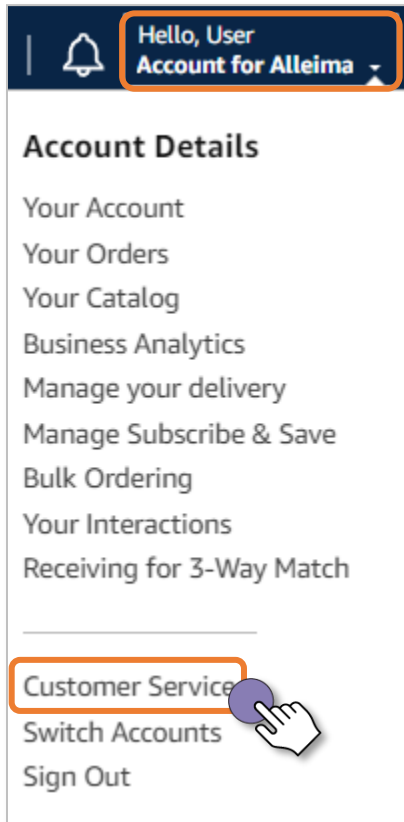
2. Review and select quick help options or utilize search functionality .

Welcome to Amazon Customer Service

What would you like help with today? You can quickly take care of most things here, or connect with us when needed.

A delivery, order or return	Kindle, Fire, Alexa or Other Amazon Devices	eBooks, Prime Videos or Music
Prime	Payment, charges or gift cards	Address, security & privacy
Memberships, subscriptions or communications	Accessibility	Something else
Login & password		

Search our help library

🔍 Type something like, "question about a charge"

All help topics

Recommended Topics

Where's my stuff

Shipping and Delivery

Returns and Refunds

Managing Your Account

Security & Privacy

Payment, Pricing and Promotions

Devices & Digital Solutions

Amazon Business Accounts

Large Items and Heavy-Bulky Services

Other topics & Help sites

Find a missing package that shows as "Delivered"
Most packages arrive on time, but, sometimes, the tracking may show as "delivered" and you don't have your package.

Track your package
You can find tracking information in your order details. If an order includes multiple items, each may have separate delivery dates and tracking...

Find a missing item from your package
If an item is missing from your package, it may have been shipped separately.

Cancel Items or Orders
You can cancel items or orders that haven't entered the shipping process yet.

Late Deliveries
Most packages arrive on time. Orders sometimes show up after the estimated delivery date.

Check status of a refund
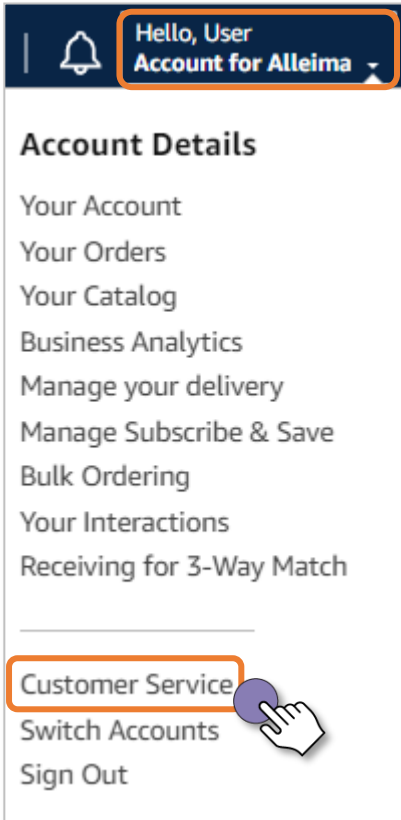You can check the status of your refund in Your Orders .

Replace an item
If you received a damaged, defective, or incorrect item sold by Amazon, you can request a replacement for a small number of eligible items through Your...
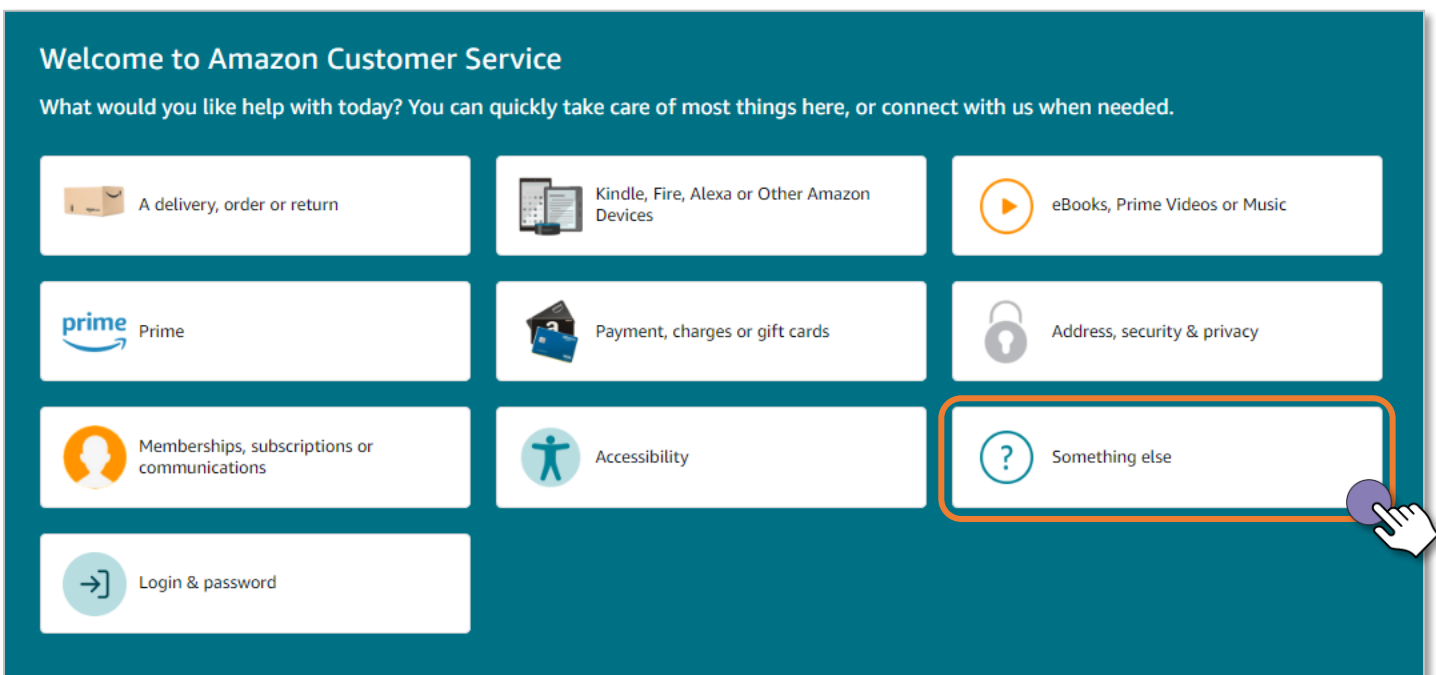
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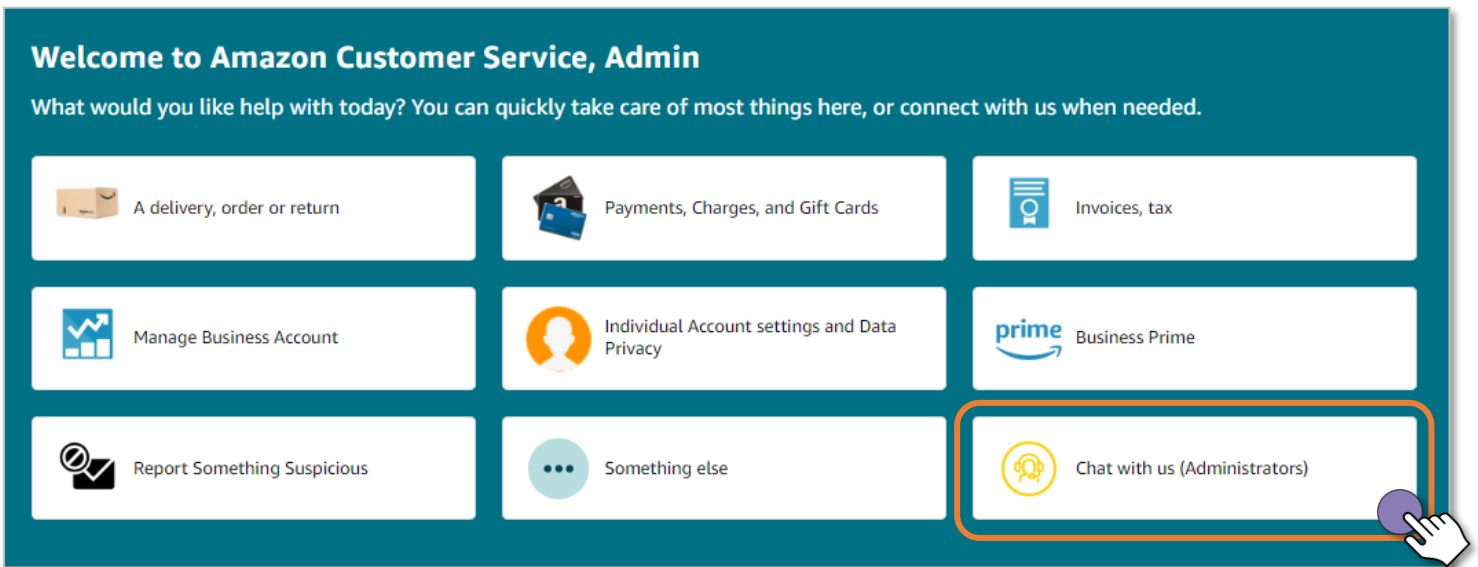# Contact Customer Support

1. Hover over Hello, NAME and select **Customer Service** from the drop down menu.
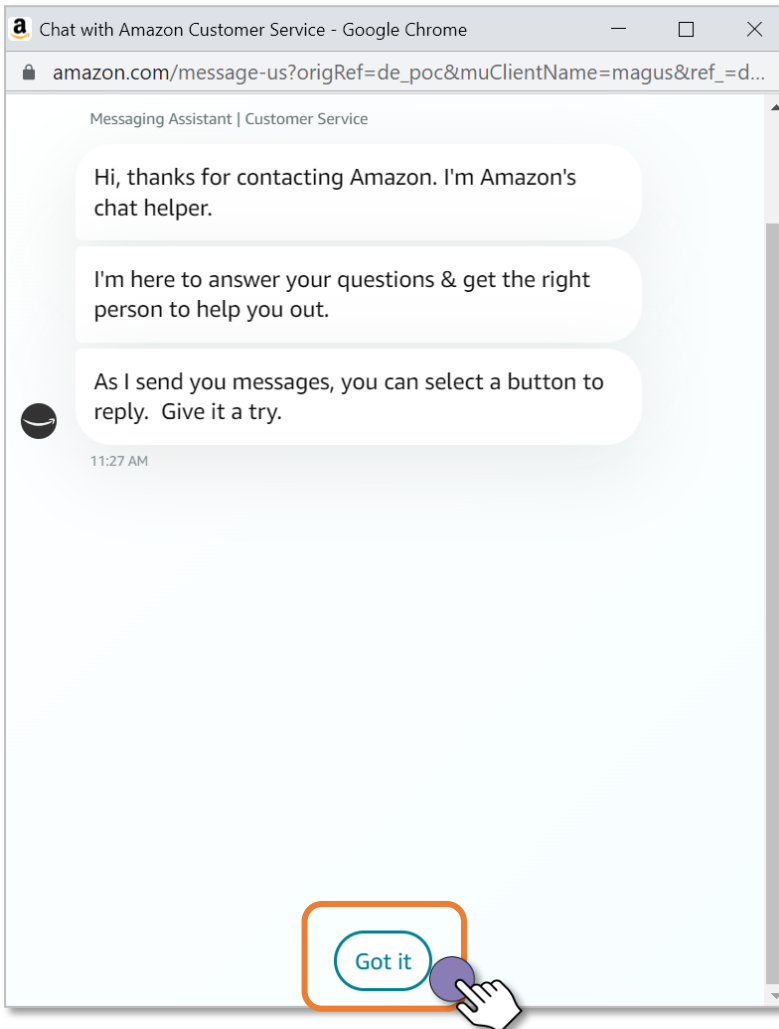

2. Click **Something else**.

2. To speak with a Customer Support representative, click **Chat with use (Administrators)**. Alternatively, you can select **We can call you** if you would prefer to speak with a customer Support representative over the phone.

3. A pop-up window will open, review the chat bot messages and click **Got it.**

4. Select from the help options provided or, enter your query in the **Tell us more about what you need...** box.

5. Your selection will determine any follow up questions to ensure you are directed to the correct response/answer to your inquiry. Once your query has been resolved/responded to, you will be asked if there is anything else you need help with. You can select **Yes** for additional support, or **No** if you no longer need assistance.
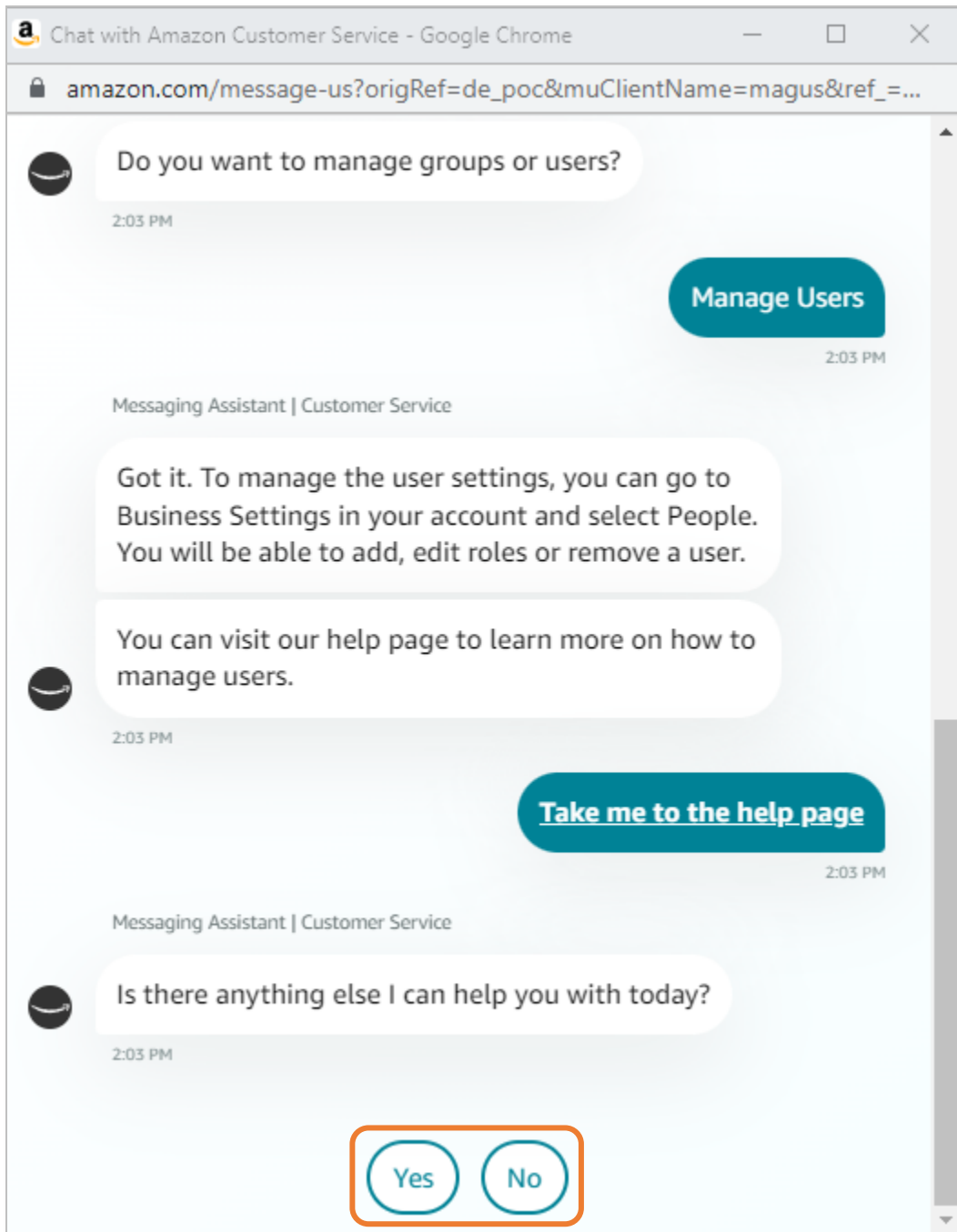
NOTE: If you would prefer to call Amazon Business Customer Support directly, the Customer Support team can be reached at: **866-486-2360**

Did you find this guide to be helpful? Please complete [this short survey](#) to provide feedback.

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