**How Do I Process Amazon Returns?**

* **End-User** is responsible for their orders when placing purchases through their Amazon Business Account in ELIXIR.
* Amazon Administrators cannot do a return for **End-User**. It can only come from the creator of the PO.

**Steps in Returning an Item:**

* + Go to your Amazon Business account and find your Order History
  + Enter the order# and select Search
  + Select the items you want to return from the order
  + Select how you want to send your item back
  + Put the return authorization inside your package and attach the label to the outside of it
  + Send the item to Central Receiving or the Amazon Locker depending on your option on how you want the items returned
  + Email the Purchase Order Inquiry Team ([point@westernu.edu](mailto:point@westernu.edu)) the Amazon PO or order # and the item being returned as well as the refunded amount when completed.
  + Funds of the returned item will be credited back to the FOAPAL in the PO and will not be encumbered.