

Help and customer service

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Conditions of Use & Sale

Last updated on 28 March, 2025.

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Please note that we sell products only in quantities which correspond to the typical needs of an average household. This applies both to the number of products ordered within a single order and the placing of several orders for the same product where the individual orders comprise a quantity typical for a normal household.

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You must inform us (Amazon EU Sarl, 38 avenue John F. Kennedy, L-1855 Luxembourg) of your decision to cancel your order. You may submit your request according to the instructions and forms available on our [Returns Support Centre](#), by [contacting us](#), or using this [Cancellation Form](#). In case you use the return centre, we will communicate to you an acknowledgement of receipt by e-mail. To meet the cancellation deadline, it is sufficient for you to send your communication before the 14 days' cancellation period has expired and return the item via our return centre.

For additional information on the scope, content and instructions for the exercise, please contact our Customer Service.

EFFECTS OF CANCELLATION

We will reimburse all payments received from you for the goods purchased and will also reimburse delivery charges for the least expensive type of delivery offered by us, no later than 14 days from the day on which we received the above communication. We will use the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. If reimbursement occurs after the maximum time period mentioned above, the amount due to you will as of right be increased.

Note that you must send back the goods by following the instructions available on our return centre no later than 14 days from the day on which you communicate your cancellation. You will have to bear the direct cost of returning these goods. You may be liable if the value of the goods returned diminishes due to the handling of the goods (except when it was necessary to establish the nature, characteristics and functioning of the goods).

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- the delivery of newspapers, journals or magazines with the exception of subscription contracts for the supply of such publications; and
- the supply of alcoholic beverages whose actual value is dependent on fluctuations in the market which we cannot control.

OUR VOLUNTARY RETURNS GUARANTEE

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When ordering products from Amazon for delivery outside of mainland UK you may be subject to import duties and taxes, which are levied once the package reaches the specified destination. Any additional charges for customs clearance must be borne by you; we have no control over these charges. Customs policies vary widely from country to country, so you should contact your local customs office for further information. Additionally, please note that when ordering from Amazon, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the products. Your privacy is important to us and we would like our international customers to be aware that cross-border deliveries are subject to opening and inspection by customs authorities. For more information see [About Customs](#).

6. BUY NOW ORDERING

Buy Now ordering is the fastest and easiest way to order products safely and securely from Amazon. If you are using a public or shared computer terminal, we strongly recommend that you [deactivate Buy Now ordering](#) when you are not at the computer.

7. OUR LIABILITY

Amazon and its affiliates will not be responsible for (i) losses that were not caused by any breach on our part, or (ii) any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure), or (iii) any indirect or consequential losses that were not foreseeable to both you and us when the contract for the sale of products by us to you was formed.

The laws of some countries do not allow some or all of the limitations described above. If these laws apply to you, some or all of the above limitations may not apply to you and you

might have additional rights.

Nothing in these conditions limits or excludes our responsibility for fraudulent representations made by us or for death or personal injury caused by our negligence or wilful misconduct.

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your right to have the products sent to you within a reasonable time.

8. APPLICABLE LAW

These conditions are governed by and construed in accordance with the laws of the Grand Duchy of Luxembourg (with the exception of its conflict of law provisions), and the application of the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded. We both agree to submit to the non-exclusive jurisdiction of the courts of the District of Luxembourg City, which means that you may bring a claim to enforce your consumer protection rights in connection with these Conditions of Sale in Luxembourg, the UK or in the EU country in which you live. If you are a consumer and have your habitual residence in the EU or the UK, you additionally enjoy the protection afforded to you by mandatory provisions of the law of your country of residence.

9. AMENDMENTS TO THE CONDITIONS OF SALE

We reserve the right to make changes to these Conditions of Sale at any time by posting the changes on Amazon.co.uk. You will be subject to the Conditions of Sale available in force at the time that you order products from us.

10. SEVERABILITY

If any of these Conditions of Sale is deemed invalid, void, or for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

11. WAIVER

If you breach these Conditions of Sale and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these Conditions of Sale.

12. CHILDREN

We do not sell products for purchase by children. We sell children's products for purchase by adults. If you are under 18 you may only use Amazon.co.uk with the involvement of a parent or guardian.

13. OUR CONTACT DETAILS

Our contact details are:

Amazon EU SARL, Société à responsabilité limitée, 38 avenue John F. Kennedy, L-1855 Luxembourg
Share Capital: EUR 165,833
Registered in Luxembourg
RCS Luxembourg No: B-101818
Business Licence Number: 134248
Luxembourg VAT Registration Number: LU 20260743

Local Registered Branch:

Amazon EU SARL, UK Branch, 1 Principal Place, London, Worship Street, EC2A 2FA, United Kingdom
Registered in England & Wales
Company No. FC032354
UK Establishment No. BR017427
UK VAT Number: GB 727255821

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