How to I process an Amazon return?

Problem

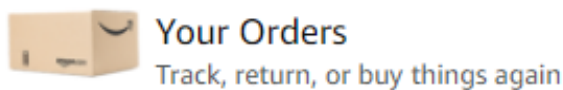I need to return an item I purchased with Amazon

Solution

Returns are handled within the Amazon system. Once the return is approved you can request the release of an encumbrance through YoMart.

Amazon returns are handled the same as on the consumer side

1. Enter the Amazon punchout through YoMart
2. Click the **My Account** button at the top right-side of the page
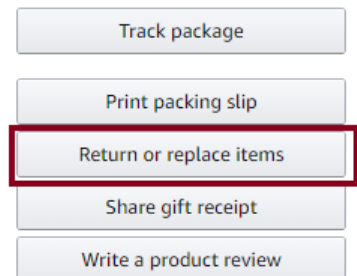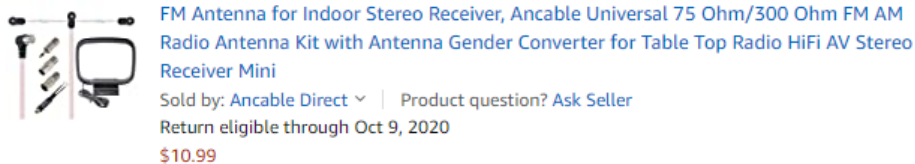
Hello, Anna
Account for Appalachian ...

3. Click **Your Orders** and search for the item you want to return

Your Orders
Track, return, or buy things again

4. Click **Return or Replace Items**

Delivered yesterday

FM Antenna for Indoor Stereo Receiver, Ancable Universal 75 Ohm/300 Ohm FM AM Radio Antenna Kit with Antenna Gender Converter for Table Top Radio HiFi AV Stereo Receiver Mini
Sold by: Ancable Direct ⌄ | Product question? Ask Seller
Return eligible through Oct 9, 2020
$10.99

Track package

Print packing slip

Return or replace items

Share gift receipt

Write a product review

5. Continue through the process to return or replace the item until Amazon has confirmed the return and provided you a shipping label

6. Put the item back into the box and apply the shipping label

7. Give item to the appropriate courier

8. Proceed to YoMart to **release your encumbrance**

Related Articles

- All line items have been rejected for an Amazon order?
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- How do I get my encumbrance released?
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