

**How can I return an item?**

To return an item, go to Your Account and select the Your Account dropdown option. Under More Order Actions, select Return or Replace Items.

**Why can't I return my product for a replacement?**

At this time, product returns are limited to refunds only, and can only be initiated by the punchout user or administrator.

**I need to return a product purchased from a third-party seller.**

Sign in to Your Account. Under More Order Actions in the Orders section, select return or replace items.

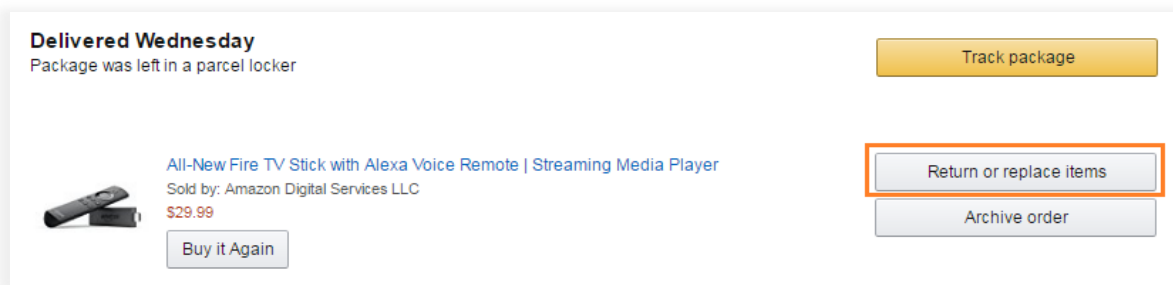
**My order is damaged, defective, or otherwise incorrect. What can I do?**

Order replacements can only be requested by the punchout user. The administrator will be notified when an item is returned or replaced.

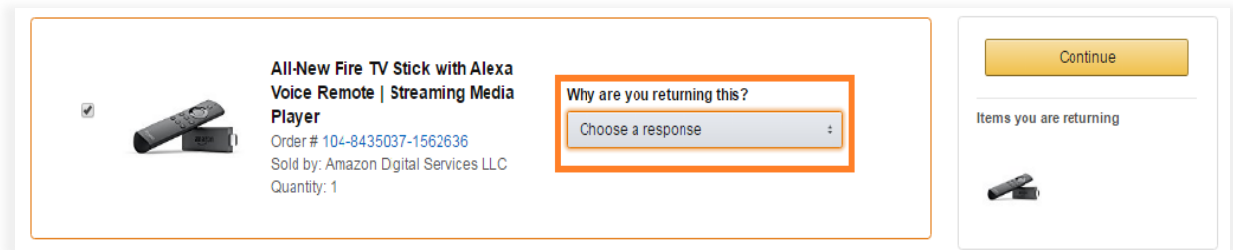
Instructions to return or exchange an item:

1. Log into IC Marketplace then Amazon.com/Business
2. Hover over **(User)'s Account for Business > Orders** to view your complete order history.

- Select **Return or Replace items** at right of product image



- Select reason for return



3. Print label and authorization
4. Prepare package and return label
5. Users must also go through the 3-step process to Manually Close the Order in IC Marketplace (see link to **Receive, Return and Cancel Guide** on IC Marketplace homepage)

[Initiating Returns via Chat, Email or Phone Call](#)

Contact Us

