amazon business
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.

1. Click Help located in the top banner of your Amazon Business homepage.

2. Review and select quick help options or utilize search functionality .

Hi, User. How can we help AB Demo Account?

Business Purchases
- Track your purchases
- Edit or cancel orders

Returns & Refunds
- Return or exchange items
- Print return mail labels

Business Settings
- Manage people & groups
- Employee invitations

Business Prime
- Learn about benefits
- Membership details

Payment Methods
- Add or edit payment methods
- Enable purchasing systems

Tax & Licensing
- Tax exemption status
- Enroll in tax exemption

Search the help library   *Type something like, "question about a charge"*

🔍

Amazon Business Help

Recommended Topics

Where's My Stuff?

Manage Your Orders

Getting Started

Manage Your Account

Payments

Business-only Features

Punchout

Contact Us

Where's My Stuff?

Track Your Package

Contact Shipping Carrier

Cancel Items or Orders

Find a Missing Package that Shows as Delivered

Amazon Business Analytics

› More about Amazon Business Help

Contact Customer Support

The guide below outlines how one can chat directly with Amazon Business Customer Support.

1. Click **Contact Us** under the **Let Us Help You** section at the bottom of your Amazon Business webpage.
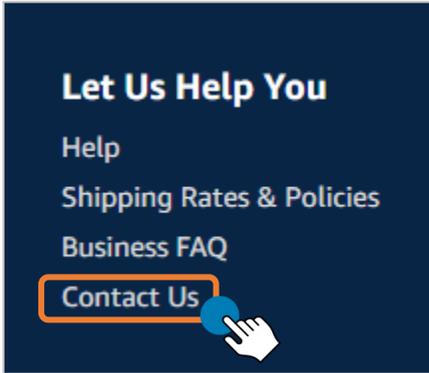
2. To speak with a Customer Support representative, click **Start chatting now**. Alternatively, you can select **We can call you** if you would prefer to speak with a customer Support representative over the phone.
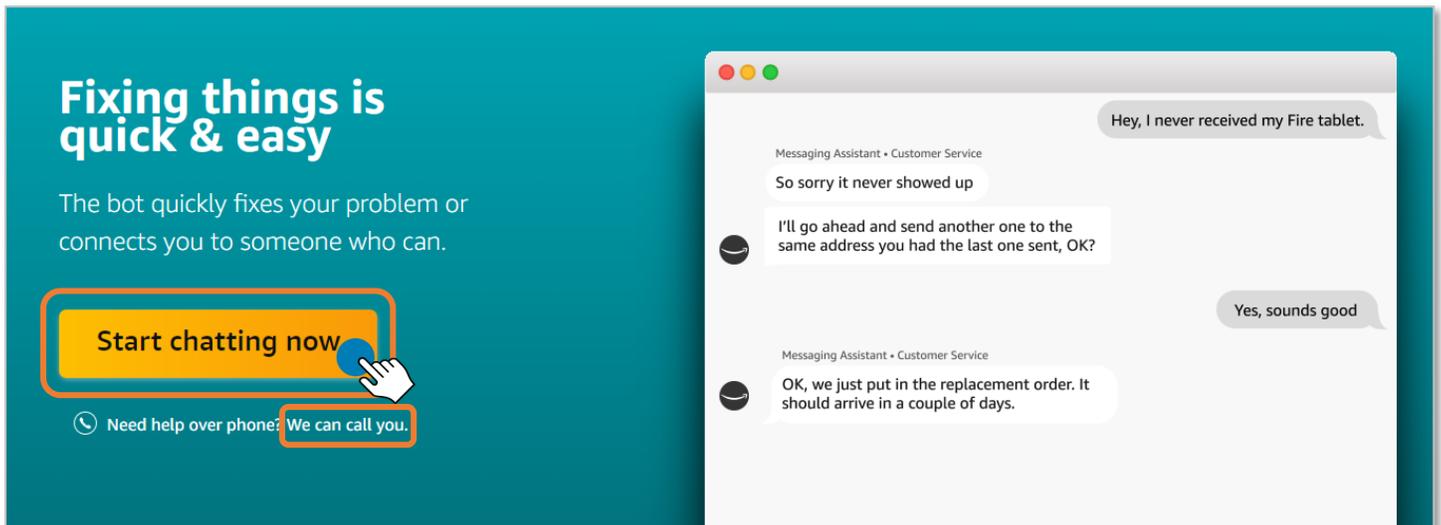
3. Selecting Start chatting now will open a pop-up window. Review the chat bot messages and click **Got it.**
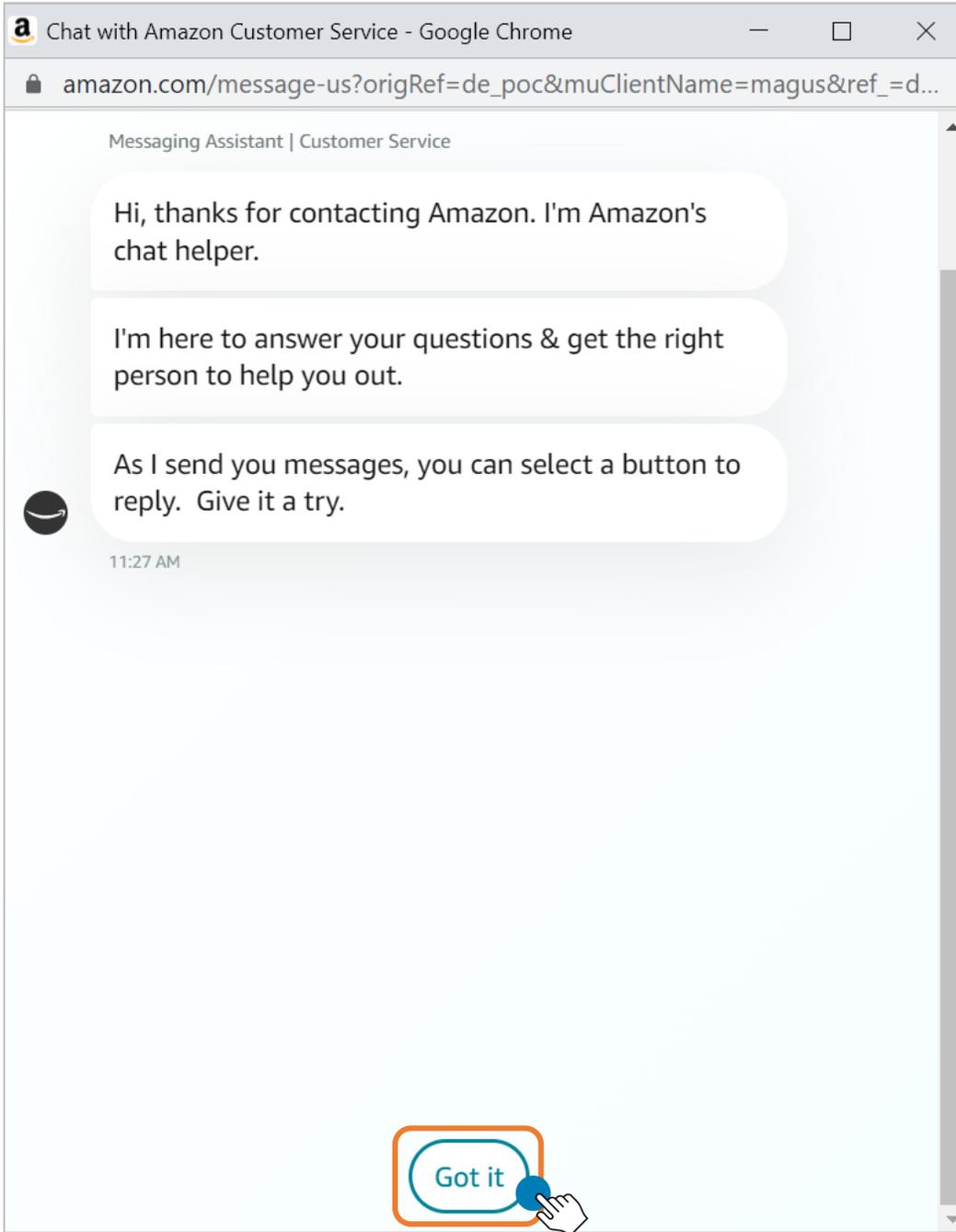
4. Select from the help options provided or, enter your query in the **Tell us more about what you need...** box.

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.
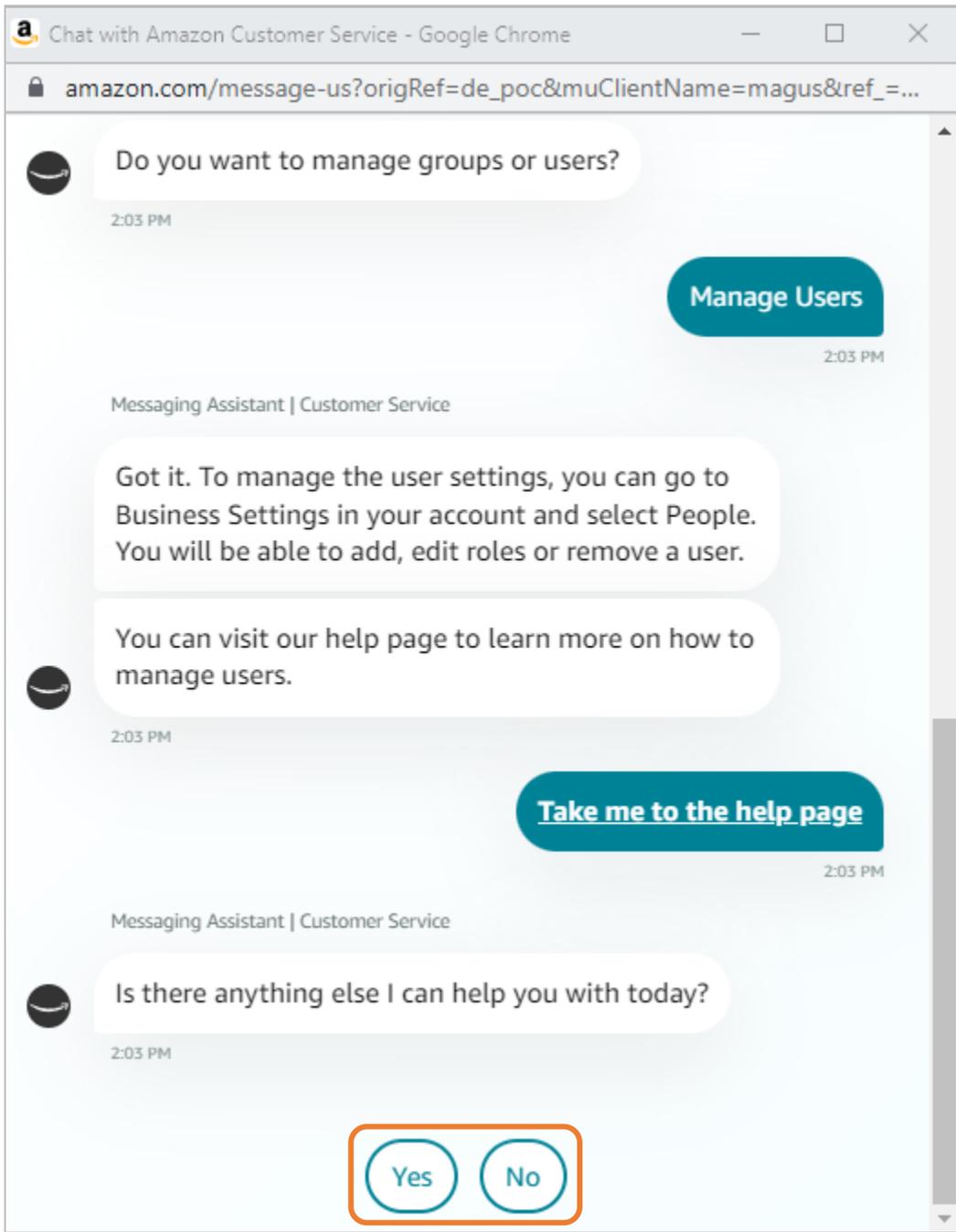
NOTE: If you would prefer to call Amazon Business Customer Support directly, the Customer Support team can be reached at: **866-486-2360**

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

amazon business