

Your claim must be  
submitted online or  
postmarked by:  
**DECEMBER 1, 2026**

***In re: Amazon Return Policy Litigation***

Case No. 2:23-cv-01372-JNW  
United States District Court for the  
Western District of Washington

**AMZ-CLAIM**

**CLAIM FORM**

**GENERAL INSTRUCTIONS**

This is the official Claim Form for the ***In re: Amazon Return Policy Litigation*** class action settlement.

The **Settlement Class** is defined as: All persons who initiated a return to Amazon or requested a refund regarding a physical product purchased and (per Amazon's records) received in the U.S. after being sold through Amazon.com from September 5, 2017 to February 12, 2026, and who (1) incorrectly did not receive a refund from Amazon or received an untimely or incorrect refund from Amazon; and/or (2) did receive a refund but were later incorrectly charged by Amazon for the product(s) that was (were) the subject of the return.

This Claim Form is for **Settlement Subclass B members**. The notice of the Settlement emailed to Settlement Class Members identified whether they were in Settlement Subclass B. If you are not sure if you are a Settlement Subclass B member, you may contact the Settlement Administrator for assistance.

Amazon Return Policy Litigation  
c/o Settlement Administrator  
PO Box 10  
East Brunswick, NJ 08816-9998  
Email: [info@ReturnSettlement.com](mailto:info@ReturnSettlement.com)

**INFORMATION AND/OR DOCUMENTATION REQUIREMENTS**

Complete each section of the Claim Form. You must provide the information and/or documentation requested in Section II – Details About Your Amazon Returns. The requisite information and/or documentation are listed in the chart below your Amazon Return transactions.

**SUBMITTING YOUR CLAIM FORM**

Please keep a copy of your Claim Form and any supporting materials you submit. Do not submit your only copy of the supporting documents. Materials submitted will not be returned. Copies of documentation submitted in support of your Claim should be clear and legible.

Mail your completed Claim Form (including any supporting documentation) to the Settlement Administrator, so it is postmarked no later than **DECEMBER 1, 2026**.

Amazon Return Policy Litigation  
Attn: Claim Forms  
PO Box 10  
East Brunswick, NJ 08816-9998

**QUESTIONS? VISIT [WWW.RETURNSETTLEMENT.COM](http://WWW.RETURNSETTLEMENT.COM) OR CALL TOLL-FREE 1-888-553-4246**

|                                                                                      |                                                                                                                                                                                                                 |                         |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p><b>Your claim must be submitted online or postmarked by: DECEMBER 1, 2026</b></p> | <p><i><b>In re: Amazon Return Policy Litigation</b></i></p> <p><b>Case No. 2:23-cv-01372-JNW</b></p> <p><b>United States District Court for the Western District of Washington</b></p> <p><b>CLAIM FORM</b></p> | <p><b>AMZ-CLAIM</b></p> |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|

## I. SETTLEMENT CLASS MEMBER NAME AND CONTACT INFORMATION

Please provide your name and contact information below. It is your responsibility to notify the Settlement Administrator if you contact information changes after you submit your Claim Form.

|                       |                     |                  |
|-----------------------|---------------------|------------------|
|                       |                     |                  |
| <b>First Name</b>     | <b>Last Name</b>    |                  |
|                       |                     |                  |
| <b>Street Address</b> |                     |                  |
|                       |                     |                  |
| <b>City</b>           | <b>State</b>        | <b>Zip Code</b>  |
|                       |                     |                  |
| <b>Email Address</b>  | <b>Phone Number</b> | <b>Notice ID</b> |

## II. DETAILS ABOUT YOUR AMAZON RETURNS

Please complete the chart below with details about your Amazon returns that were rejected or were not refunded correctly. **(To find the details regarding a rejected Amazon return:** Sign in to your Amazon account and go to **Your Orders**. Locate the item and select **View order details** or **View return/refund status**. Provide a screenshot or copy showing the order number, the product description of the item returned, the refund amount requested, and (if known) the reason that the return or refund was rejected, denied, or not accepted. If this information is not available in your order history, check your email for messages from Amazon regarding the rejected return.)

To receive a payment, you will need to provide, for each transaction, information allowing the Settlement Administrator to determine that it is more likely than not that Amazon incorrectly denied your refund, incorrectly issued only a partial refund, or incorrectly charged you.

| Order # | Product Description | Date Refund Requested | Refund Amount Requested | Refund Rejection Reason (if known) |
|---------|---------------------|-----------------------|-------------------------|------------------------------------|
|         |                     |                       |                         |                                    |
|         |                     |                       |                         |                                    |
|         |                     |                       |                         |                                    |
|         |                     |                       |                         |                                    |
|         |                     |                       |                         |                                    |
|         |                     |                       |                         |                                    |

To verify your claim(s), you must provide the required information and/or documentation associated with each Refund Rejection Reason you listed above. **Please see the Refund Rejection Reasons and the Required Documentation to overcome each type of Refund Rejection on the last page of this Claim Form.**

**QUESTIONS? VISIT [WWW.RETURNSETTLEMENT.COM](http://WWW.RETURNSETTLEMENT.COM) OR CALL TOLL-FREE 1-888-553-4246**

|                                                                               |                                                                                                                                                                                              |                  |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <b>Your claim must be submitted online or postmarked by: DECEMBER 1, 2026</b> | <b><i>In re: Amazon Return Policy Litigation</i></b><br><b>Case No. 2:23-cv-01372-JNW</b><br><b>United States District Court for the Western District of Washington</b><br><b>CLAIM FORM</b> | <b>AMZ-CLAIM</b> |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|

**Note: The Settlement Administrator may request supplemental information in order to verify your claim. Failure to provide information and/or documentation requested by the Settlement Administrator will result in the denial of your claim.**

### III. PAYMENT SELECTION

Please select **one** of the following payment options:

☐ Amazon Gift Card ☐ Check ☐ PayPal ☐ Venmo ☐ Zelle ☐ Virtual Prepaid Card

Please provide the email address or phone number associated with your Amazon account, PayPal, Venmo, or Zelle, or email address for the Virtual Prepaid card: \_\_\_\_\_

### IV. CERTIFICATION

I swear and affirm under penalty of perjury that I am a Settlement Class Member, and the information provided in this Claim Form, and any supporting documentation provided is true and correct to the best of my knowledge. I understand that my claim(s) is/are subject to verification and that I may be asked to provide supplemental information by the Settlement Administrator before my claim(s) is/are considered complete and valid.

|           |              |       |
|-----------|--------------|-------|
| _____     | _____        | _____ |
| Signature | Printed Name | Date  |

|                                                                                      |                                                                                                                                                                                                                 |                         |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p><b>Your claim must be submitted online or postmarked by: DECEMBER 1, 2026</b></p> | <p><i><b>In re: Amazon Return Policy Litigation</b></i></p> <p><b>Case No. 2:23-cv-01372-JNW</b></p> <p><b>United States District Court for the Western District of Washington</b></p> <p><b>CLAIM FORM</b></p> | <p><b>AMZ-CLAIM</b></p> |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|

### REFUND REJECTION REASONS AND REQUIRED DOCUMENTATION

| Refund Rejection Reason                                                        | Information and/or Documentation Required                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Returned 90 days after return window                                           | <b>Documentation:</b> proof of tender showing the date. <b>Attestation:</b> “I returned the item(s) within the time allowed for the return,” OR “I returned the item(s) within 90 days after the return window closed,” AND “I did not receive the refund.”                                                                                           |
| Item not returned                                                              | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned the item(s) in this order,” AND “I did not receive the refund.”                                                                                                                                                                                                                |
| Original item not returned when replacement ordered                            | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned the original item after receiving the replacement,” OR “I returned the replacement,” AND “I did not receive the refund,” OR “I was charged for the item I returned.”                                                                                                           |
| Customer’s payment to Amazon for order failed; no refund owed                  | <b>Documentation:</b> bank or credit-card statement, or payment-app record, showing the charge posted and was not reversed. <b>Attestation:</b> “I paid for this order,” AND “The charge was not reversed,” AND “I did not receive the refund.”                                                                                                       |
| Retrocharge — no confirmation the package was provided to a designated carrier | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned the item(s) in this order,” AND “I received a refund and was later charged again for the item(s).”                                                                                                                                                                             |
| Not in order history                                                           | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “The item(s) I returned were the item(s) I purchased in this order,” AND “I did not receive the refund.”                                                                                                                                                                                   |
| Different item in order history                                                | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “The item(s) I returned were the item(s) I received in this order,” AND I did not return a different item,” AND “I did not receive the refund.”                                                                                                                                            |
| Missing item in multi-quantity return                                          | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned all of the items for which I requested a refund in this order,” AND “I did not receive the refund,” OR “The refund I received was less than I was owed.”                                                                                                                       |
| Incorrect, ineligible, or missing item                                         | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “Amazon accepted my return request and gave me a return label or drop-off instructions,” AND “I returned the item(s) I received in this order as instructed,” AND for multi-unit orders, “I returned all of the items for which I requested a refund,” AND “I did not receive the refund.” |
| Activity inconsistent with Conditions of Use                                   | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I purchased the item(s) in this order from my own Amazon account,” AND “I returned them following Amazon’s return instructions,” AND “I did not receive the refund.”                                                                                                                      |

|                                                                                      |                                                                                                                                                                                                                                                                             |                                        |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| <p><b>Your claim must be submitted online or postmarked by: DECEMBER 1, 2026</b></p> | <p align="center"><b><i>In re: Amazon Return Policy Litigation</i></b></p> <p align="center"><b>Case No. 2:23-cv-01372-JNW</b></p> <p align="center"><b>United States District Court for the Western District of Washington</b></p> <p align="center"><b>CLAIM FORM</b></p> | <p align="center"><b>AMZ-CLAIM</b></p> |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|

|                                                                                           |                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer requested Customer Service to cancel the refund                                  | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I did not ask Amazon to cancel or withdraw my refund request for this order,” AND “I did not receive the refund.”                                                                                                                                              |
| No further refund owed to business customers due to write-offs                            | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I did not receive a refund, credit, adjustment, or other compensation for the item(s) in this order.”                                                                                                                                                          |
| Partial refund — restocking, damage, or late fee                                          | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned the item(s) within the time allowed for the return, and in the same condition I received them.”                                                                                                                                                     |
| Retrocharge — return of different item in order history                                   | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “The item(s) I returned were the item(s) I received in this order,” AND “I did not return a different item,” AND “I did not receive the refund.”                                                                                                                |
| Retrocharge — missing item in a multi-quantity return                                     | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned all of the items for which I requested a refund in this order,” <b>AND</b> “I did not receive the refund,” <b>OR</b> “The refund I received was less than I was owed,” <b>OR</b> “I received a refund and was later charged again for the item(s).” |
| Retrocharge — activity inconsistent with Conditions of Use                                | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I purchased the item(s) in this order from my own Amazon account,” AND “I returned them following Amazon’s return instructions,” AND “I did not receive the refund,” OR “I received a refund and was later charged again for the item(s).”                     |
| Item not returned to seller, or returned to seller used, damaged, or materially different | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I returned the item(s) to the seller as Amazon’s return instructions directed,” AND “I returned the item(s) in the same condition I received them, apart from any defect present when they arrived,” AND “I did not receive the refund.”                       |
| Any other stated reason, or none                                                          | <b>Documentation:</b> proof of tender. <b>Attestation:</b> “I timely returned the item(s) in good condition, but either did not receive any refund, did not receive the correct refund amount, or I received a refund and was later charged again for the same item(s).”                                                   |