



# Common Disputes and Resolution Tips

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## Amazon Prime Cancellation:

- Go to:  
[https://www.amazon.com/gp/help/customer/display.html/ref=hp\\_gt3\\_my\\_a\\_endprime?nodeId=201910380](https://www.amazon.com/gp/help/customer/display.html/ref=hp_gt3_my_a_endprime?nodeId=201910380)
- Sign in your to Amazon Account
- Hit End Membership

[Shipping & Delivery](#) > [Amazon Prime](#) >

## End Your Amazon Prime Membership

You can end your Prime membership by clicking the "End Membership" button on this page.

*Take Action* Paid members who haven't used their benefits are eligible for a full refund of the current membership period. This refund will be processed in 3-5 business days.

[End Membership](#)

- Additional subscriptions tied to your membership will not renew once your Prime membership ends.
- If your Prime membership is associated with a service you receive through another company (such as Sprint), please reach out to that company to manage your Prime membership.

Was this information helpful?

If you do not have an amazon account, Amazon's customer service phone number is :



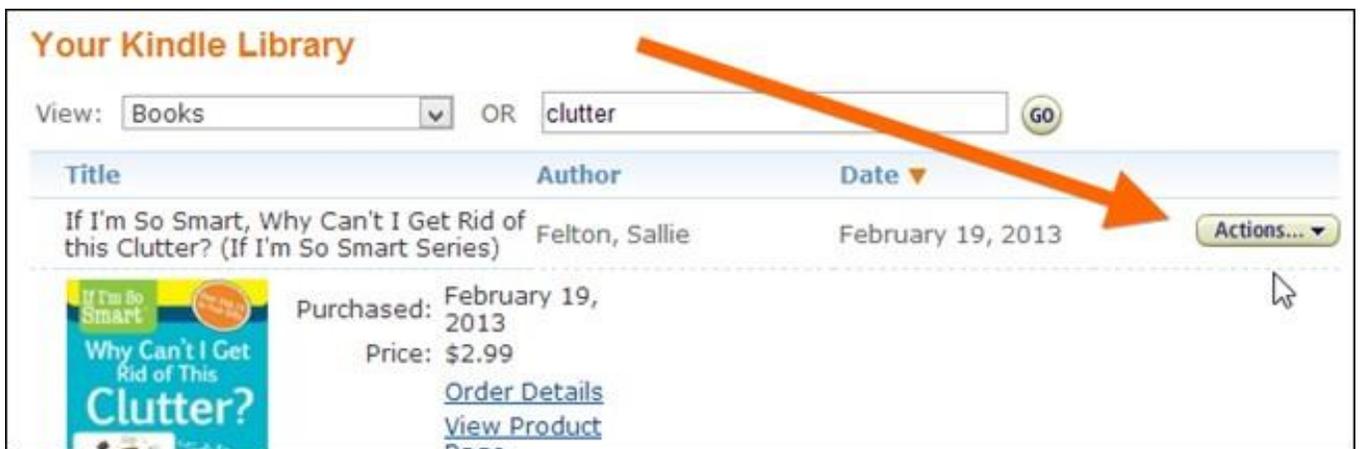
1(888) 280-4331

## Amazon purchase refund – Kindle:

- Go to Your Account and go to the Manage Your Kindle section.



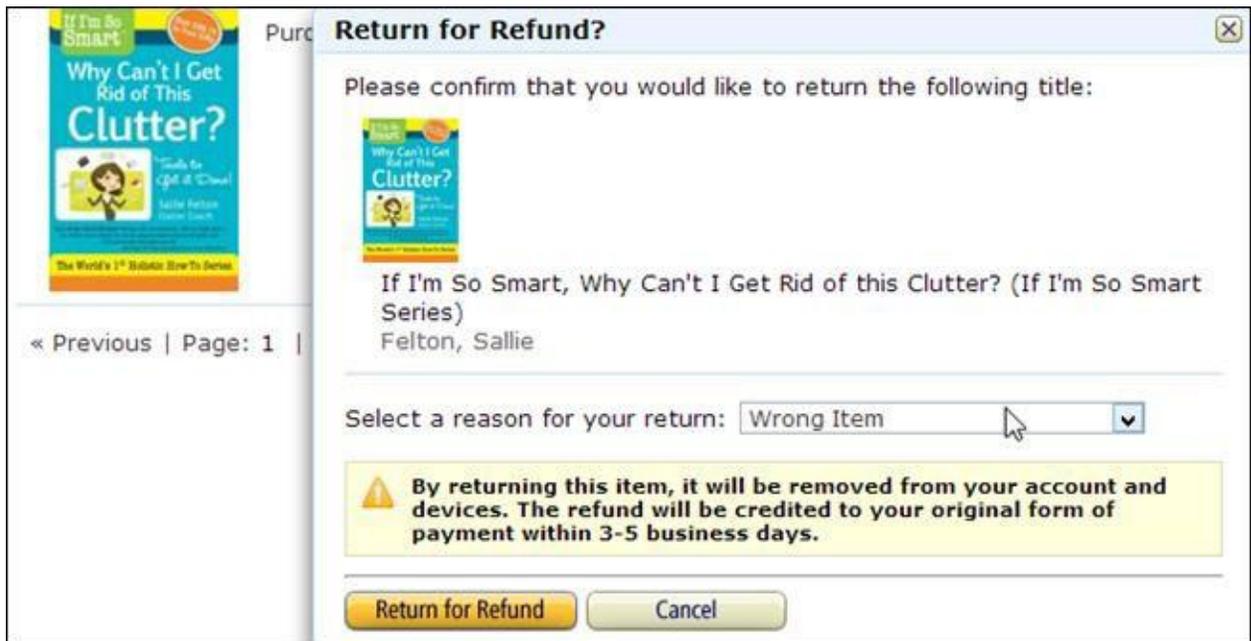
- Find the book you want to return in the list, and then see the Actions button on the right-hand side.



- Click the Return for Refund link.



- Tell Amazon why you're returning the book. You should be fair – don't say there was offensive content if there wasn't.



- Click the Return for Refund button, and you'll get your money back.

## Amazon Purchase Return/Refund

1. Go to [www.amazon.com](http://www.amazon.com) in your web browser and log in.
2. In the Let Us Help You menu at the bottom of the screen, click Returns and Replacements.

### Let Us Help You

[Your Account](#)

[Shipping Rates & Policies](#)

[Amazon Prime](#)

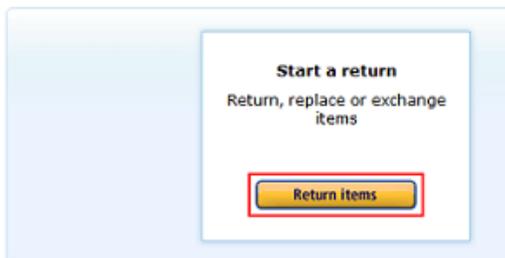
[Returns & Replacements](#)

[Manage Your Content and Devices](#)

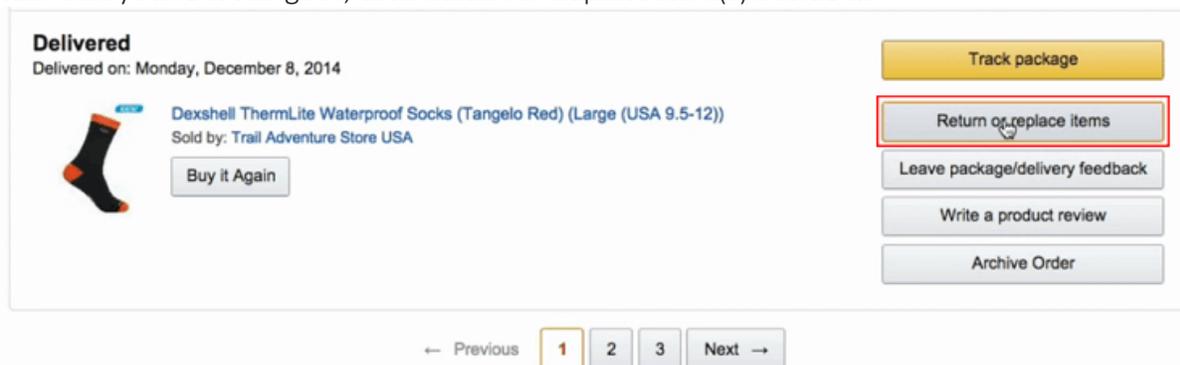
[Help](#)

3. Click Return Items.

### Returns Center



4. Use the drop-down menu on the next screen to search for an item or order within a specific time frame (2 months, 6 months, within the year, or within a year ago). Once you find the order or item that you're looking for, click Return or Replace Item(s) beside it.



[Image credit: [Steve Sherron](#)]

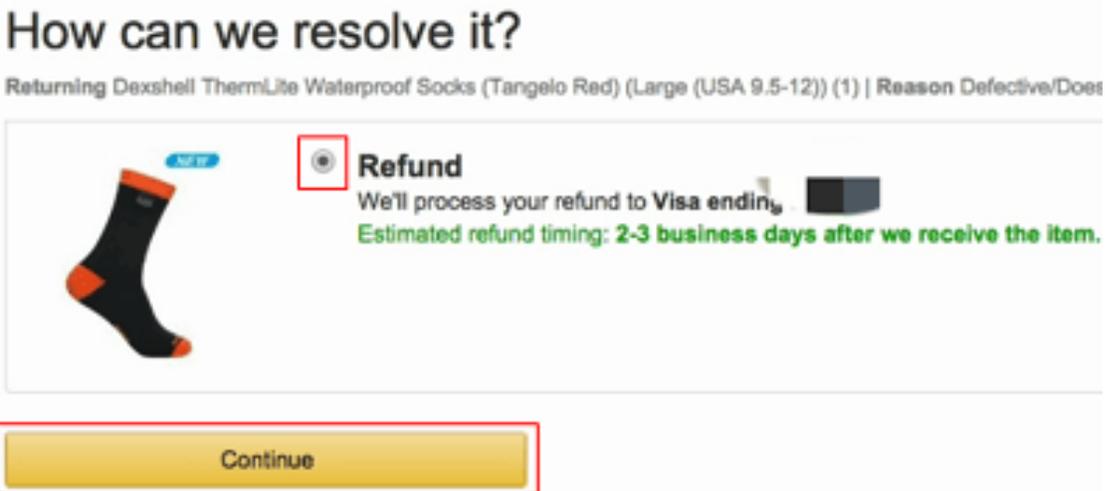
5. Click the check box beside each item that you wish to return (if applicable), select the quantity of each item that you want to return (if applicable), then click the drop-down menu for each item under Why Are You Returning This? and select a reason for your return. Then click in the box labelled Comments that appears for each item and type in a slightly more detailed explanation of the problem you're having with the item (up to 200 characters).



[Image credit: [NDTV Gadgets 360](#)]

When you're all done, click Continue at the bottom of the screen.

6. On the next screen, select how you want to resolve your return issue. You may be able to get a refund, or you may also be able to exchange or replace the item. Click the button beside the option you want, then click Continue.



[Image credit: [Steve Sherron](#)]



(NOTE #1: If you purchased your order or items from a third-party seller, you will click Submit Return Request instead. This allows the seller to review your issue and offer a remedy accordingly. If you have a problem with the seller, such as them not getting back to you within two business days, you can file a A-to-Z Guarantee claim. [Click here for more on the A-to-Z Guarantee](#)).

(NOTE #2: If you select to exchange or replace an item, you will be able to create a new order that uses the same shipping speed as the original order; this is probably to avoid confusion with shipping costs. For items such as clothes, if the new item is a different size than the one you ordered, you will not be charged extra if the new item costs more. For any other differences, however, Amazon will charge or refund you if the new item costs more or less than the old one, respectively).

7. Now, you will choose how you want to return your item. Click the button beside the method that you wish to use, and then click Continue.

## How do you want to send it back?

Returning: 1 item | Shipping from: [redacted] [Change address](#)

Returning for a Refund: Dexshell ThermLite Waterproof Socks (Tangelo Red) (Large (USA 9.5-12))



<input checked="" type="radio"/>	<b>UPS Dropoff</b> <span style="float: right;">\$0.00</span>
	Find a UPS location Printer required – you can print the label any time from Your Account or from the email we'll send you.
<input type="radio"/>	<b>UPS Pickup</b> <span style="float: right;">\$0.00</span>
	UPS will pickup your return package on the next business day. Printer required – you can print the label any time from Your Account or from the email we'll send you.

**Submit**



## CashApp Disputes

### 3. Error Resolution

In case of errors or questions about your account call us at (855) 949-7782 or write us at Square, Inc., 1455 Market Street, Suite 600, San Francisco, CA 94103 as soon as you can if you think an error has occurred in your Account. We must allow you to report an error until 60 days after the the date you electronically access your Account, if the error could be viewed in your electronic history. In order for us to assess the situation, you will need to tell us:

- Your name and Account number;
- Why you believe there is an error, and the dollar amount involved; and
- Approximately when the error took place.

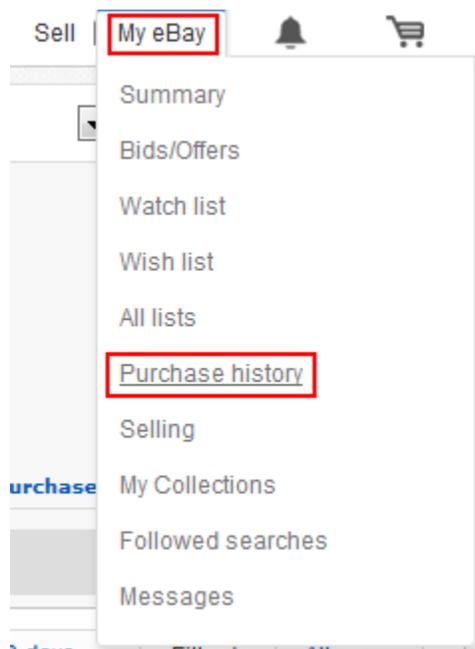
If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, and your Account is registered with us, we will credit your Account within 10 business days for the amount you think is in error, so that you will have the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and do not receive it within 10 business days, we may not credit your Account.

For errors involving new Accounts, as well as point-of-sale

## eBay

1. Go to eBay and log into your account.  
Use your web browser of choice to navigate to [www.ebay.com](http://www.ebay.com). Then log into your account.
2. View the items that you've purchased through eBay.

Move your mouse cursor over My eBay in the top-right corner of the home page, and then click Purchase History in the menu that appears.



3. Indicate which item you'd like to return.  
Scroll through your purchased items until you find the one that you want to return. Click More Actions beside it to make a drop-down menu appear, and then click Return This Item.

## Google Play Disputes

### Report unauthorized charges

If you see a charge on your card or bank statement for a digital purchase on Google Play that you didn't make, you can [report the charges to our support team](#) within 120 days of the transaction.

#### Step 1: Identify Google Play charges

All Google Play purchases will appear on your statement under the following names:

- "GOOGLE\*App developer name" (for Android apps)
- "GOOGLE\*App name" (for Android apps)
- "GOOGLE\*Content type" (i.e. "GOOGLE\*Music")

If the charge in question isn't in one of these formats, it didn't come from Google Play. Contact your bank or card issuer for more information.

#### Step 2: Check with your family and friends

If you don't recognize a Google Play transaction, check with your family and friends to see if:

- They made the purchase, or
- A child may have played a game that resulted in accidental charges

If you find out the charge was unauthorized and accidental but not an act of fraud, [request a refund on the Google Play website](#).

**Tip:** To help prevent unauthorized charges, learn how to use [password protection on your device](#).

#### Step 3: File and track your claim

#### Google Play apps & digital content

- Get a refund on Google Play
- Report unauthorized charges**
- Problems with in-app purchases
- User policies for apps & digital content


[New to Google Play? Learn the basics](#)  
Learn how to download apps & enjoy digital content on Google Play!

## Google Play Refund Request

### Request a refund for a Google Play purchase

If you see a charge from Google Play that you didn't make, report it within 120 days of the transaction. [Report an unauthorized purchase here](#).

[Computer](#)   [Android](#)   [iPhone & iPad](#)

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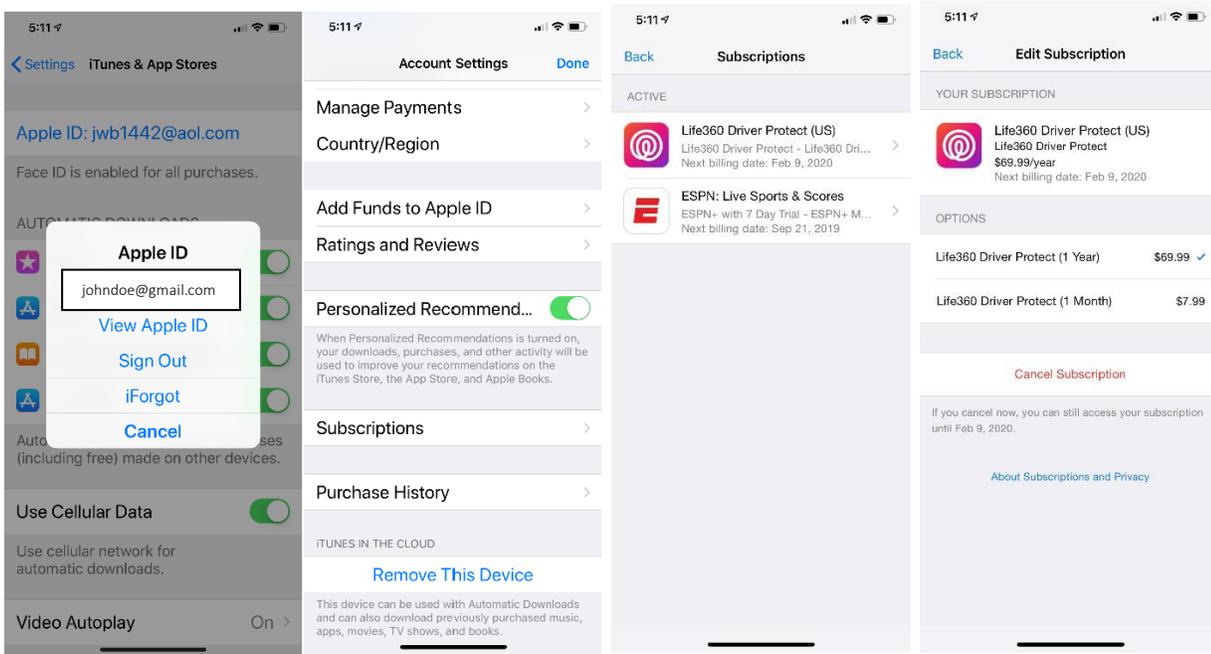
1. On your computer, go to [play.google.com/store/account](https://play.google.com/store/account).
2. Click **Order History**.
3. Find the order you want to return.
4. On the order, click **More**.
5. Select **Request a refund** or **Report a problem** and choose the option that describes your situation.
6. Complete the form and note that you would like a refund.
7. You will see a message saying "Thank you for sharing your concerns." You'll then get an email with your refund decision. You'll usually get this within 15 minutes, but it can take up to four business days.

**Note:**

- If you have multiple refund requests, repeat these steps for each thing you bought.
- If you don't see the order, you may have bought it using a different Google Account. [Learn how to switch accounts](#).

## iTunes Subscriptions

- Go to Settings
- iTunes and App Store
- Apple ID
- Subscriptions





## PayPal Disputes

In case of errors or questions about your electronic transfers, please call PayPal at 888-221-1161 or write them at PayPal, Attn: Error Resolution Department, P.O. Box 45950, Omaha, NE 68145-0950 as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. They must hear from you no later than 60 days after the FIRST statement was sent on which the problem or error appeared. You can also login to your PayPal account at [www.paypal.com](http://www.paypal.com) and click on "Help and Contact" at the bottom left of the screen.

For more information visit: <https://www.paypal.com/us/webapps/mpp/security/buyer-protection-resolution>

### **Instructions from PayPal:**

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.