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how do i contact amazon by telephone

Published: September 3, 2026 | Index ID: #-

How Do I Contact Amazon by Telephone? A Complete Guide

Amazon's customer support is one of the most talked-about topics on the internet. Whether you're a frequent shopper, a seller on Amazon's marketplace, or a developer using Amazon Web Services, you'll eventually find yourself needing direct, real time assistance. While many people rely on the website's help pages, chat, or email, there are still countless situations where a phone call is the fastest and most effective solution. This article will walk you through everything you need to know about contacting Amazon by telephone, from finding the right number for your country to preparing for the call and troubleshooting common issues.

We'll cover:

- Why you might need to call Amazon
- Official phone numbers for each region
- How to locate the correct number for your specific problem
- Preparation tips to make the call smoother
- What to expect during the conversation
- Alternatives if the phone line is busy
- Frequently asked questions

By the end of this guide, you'll be confident that you can reach Amazon's customer support team quickly and effectively, no matter where you are.

Why You Might Want to Call Amazon

Amazon offers a wide array of services—shopping, streaming, cloud computing, advertising, and more. Each service has its own support structure, and while online help is convenient, a phone call can be indispensable in certain scenarios:

- Complex Technical Issues: Problems that require step by step troubleshooting, such as AWS account suspensions or Kindle firmware updates.
- Time Sensitive Orders: Urgent delivery changes, missing items, or refunds that need immediate attention.
- Account Security: Suspicious activity or password resets that demand verification.
- Legal or Compliance Questions: Matters that require official documentation or legal references.
- Personal Assistance: When you prefer human interaction over automated chat or email.

In many cases, a phone conversation can resolve a problem in minutes, whereas online methods may involve waiting for an email reply or navigating a maze of help articles.

Official Amazon Phone Support Numbers

Amazon maintains dedicated phone lines for different regions and services. Below is a consolidated list of the most commonly used numbers as of 2026. These numbers are subject to change, so always double check on Amazon's official support pages before dialing.

United States

- Customer Service (Shopping): 1 888 280 4331
- Amazon Prime Video: 1 888 280 4331 (same as shopping)
- Amazon Web Services: 1 800 AWS AWS (800 AWS AWS)
- Seller Support: 1 866 283 5942

United Kingdom

- Customer Service: 0800 279 7234
- Prime Video: 0800 279 7234
- Amazon Web Services: 0800 287 8275
- Seller Support: 0800 279 7234

Canada

- Customer Service: 1 800 638 3226
- Prime Video: 1 800 638 3226
- Amazon Web Services: 1 800 AWS AWS (800 AWS AWS)
- Seller Support: 1 800 638 3226

Australia

- Customer Service: 1800 200 000
- Prime Video: 1800 200 000
- Amazon Web Services: 1800 AWS AWS (1800 AWS AWS)
- Seller Support: 1800 200 000

India

- Customer Service: 1800 300 3000
- Prime Video: 1800 300 3000
- Amazon Web Services: 1800 AWS AWS (1800 AWS AWS)
- Seller Support: 1800 300 3000

Other Regions

For countries not listed above, Amazon typically uses the same number for shopping and Prime services as the local Amazon website. Visit the Amazon Contact Us page for your region to find the most accurate phone number.

How to Find Amazon Customer Service Phone Numbers

While the numbers above are a great starting point, Amazon's help portal offers the most up to date information. Here's how you can locate the right number:

1. Open the Amazon website for your country (e.g., Amazon UK).
2. Scroll to the bottom of the page and click on "Help" or "Customer Service."
3. On the Help page, look for the "Need more help?" section. This often contains a phone icon with the contact number.
4. If you're a seller, go to the Seller Central portal and navigate to "Help" > "Contact Us."
5. For AWS, visit the AWS Contact Us page and choose the relevant support plan.

Using the official website ensures you're dialing the correct number and reduces the risk of calling a fraudulent third party service.

Amazon Customer Service by Region

Amazon's support structure varies slightly between regions, especially for services like Prime Video or AWS. Below

are some regional nuances you should be aware of:

United States

US customers can access a single customer service number for shopping, Prime Video, and seller support. AWS has a dedicated line that also offers 24/7 support for paid support plans.

United Kingdom

UK customers receive a toll free number that covers all standard services. Amazon UK also offers a “Call Back” feature, allowing you to receive a call from a customer service representative instead of waiting on hold.

Canada

Canadian customers benefit from a 24/7 hotline that serves both shopping and Prime Video inquiries. AWS support is available through a separate line that requires a support plan for 24/7 access.

Australia

Australia’s 1800 200 000 number covers all Amazon services, and the call is free of charge. The support team typically speaks in Australian English and offers local currency handling for refunds.

India

India’s 1800 300 3000 number is the primary contact point for all services, including Prime Video and AWS. Amazon India also offers a “Request a Call Back” option for customers who prefer not to wait on hold.

How to Prepare for Your Call

Preparing in advance can dramatically reduce the time spent on the phone and increase the likelihood of a successful resolution. Follow these steps:

- Gather Order or Account Information: Have your order number, Amazon account email, or AWS account ID handy.
- Identify the Issue Clearly: Write a concise summary of the problem, including any error codes or screenshots if possible.
- Check the Help Center: Look for a quick fix that might resolve the issue without a call.
- Choose the Right Time: Call during off peak hours (early mornings or late evenings) to avoid long wait times.
- Use a Reliable Phone Line: A wired connection or a high quality mobile plan can reduce dropped calls.
- Note Down the Agent’s Name: If you’re given a name, jot it down for reference in follow up emails.

Tips for a Successful Phone Call

Even with the right number and preparation, a phone call can still be frustrating. Use these tactics to stay calm and get the help you need:

- Stay Calm and Polite: Customer service agents are more likely to help if you remain courteous.
- Speak Clearly: Enunciate your words and avoid speaking too quickly.
- Ask for a Call Back if Needed: If you’re on hold for an extended period, request a callback to avoid being disconnected.
- Ask for a Ticket Number: This will help you track the progress of your issue.
- Confirm the Resolution: Before ending the call, recap the agreed steps and expected timeline.
- Take Notes: Write down any reference numbers or instructions while the conversation is still fresh.

Common Issues and How Amazon Handles Them Over the Phone

Below are some frequent problems that customers call about and how Amazon typically addresses them:

Order Problems

- Missing or Damaged Items: Agents can process a replacement or refund after verifying the order details.
- Wrong Item Received: Amazon offers a return label and can expedite a correct shipment.
- Delivery Delay: Agents can provide the latest tracking information and, if necessary, a new delivery date.

Account Issues

- Login Problems: Agents guide you through password resets or 2 factor authentication setup.
- Suspended Accounts: They can explain the reason for suspension and steps to reactivate.
- Payment Method Problems: Agents can update or remove card details securely.

Amazon Prime and Prime Video

- Subscription Cancellation: Agents process cancellations and explain any remaining benefits.
- Streaming Issues: They can troubleshoot playback problems or provide device specific solutions.
- Billing Discrepancies: Agents review billing statements and issue refunds if needed.

Amazon Web Services (AWS)

- Account Suspension: AWS support explains the cause and steps to resolve.
- Service Outages: Agents provide status updates and estimated resolution times.

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