BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Amazon Shopping

Shopping, orders, returns, and staying safe on Amazon — explained in plain English

A plain-English guide to shopping on Amazon

Take your time — you're in control

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

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What's Inside

This is your Amazon manual. It walks you through everything from finding what you want to buying it safely, tracking the box to your door, sending things back, and understanding Prime — all in plain English, one step at a time. Amazon changes its screens often, so this book tells you what to look *for*, not just where to tap. Read it in any order, at your own pace. There's no test, and you're always in control of your own money.

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PART 1

Getting Started with Amazon

What Amazon is, the app versus the website, your account and password, and finding your way around the screen. Begin here and the rest falls into place.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is holding this book — this is for **you**. Maybe the family keeps saying “just order it on Amazon” and you'd like to do it yourself, confidently, without worrying you'll be overcharged or caught out. Maybe you already buy the odd thing but the returns and the Prime business leave you uneasy. Either way, you've come to the right place, and I'm glad you're here.

I'm Bill. Helping folks feel at home with their technology is what I do every day, and I wrote this book the way I'd sit beside you at the kitchen table: slowly, in plain English, with nothing taken for granted. Any time I use a word you don't know, I'll stop and explain it on the spot.

Why Amazon is worth getting comfortable with

Amazon is the world's largest store, open every hour of every day, delivering nearly anything you can think of right to your porch. For someone who finds getting out to the shops harder than it used to be, or who lives a drive from a decent store, that's not a small convenience — it's a real measure of independence. Medicines, gifts, batteries, a part for the vacuum, a book, a birthday present for a grandchild three states away: all of it can come to you, often in a day or two.

WHAT THIS DOES FOR YOU

The store comes to you

The real gift of learning Amazon is independence. No waiting for a ride, no hunting three stores for one item, no lifting heavy bags. You decide what you need, from your own chair, and it arrives at your door. Done thoughtfully and safely — which is exactly what this book is for — it puts you back in charge of your own errands.

You're always in control of your money

Here's the most reassuring thing, and I mean it: **nothing is bought until you deliberately press the final “Place order” button.** You can search, look, read, fill a basket, and change your mind a hundred times, and not a penny leaves your account. Browsing costs nothing and buys nothing. So explore freely — we'll get to the careful part when it's time to actually pay.

And I'm only a phone call away

This book will carry you a long way. But if you ever get stuck, or something feels off, you're never on your own. Call me at **(330) 200-8042** and we'll sort it out together, with no judgment and no rushing. There's no such thing as a silly question here — the only bad one is the question you talked yourself out of asking.

So settle in, and let's get you shopping with confidence. You're going to do just fine.

— Bill

CHAPTER 2

What Amazon Is — and the Two Ways In

Before we buy anything, let's get our bearings. **Amazon** is an enormous online store. “Online” simply means it lives on the internet instead of on a street — you visit it through your phone, tablet, or computer rather than by car. Everything a big store has, and far more, is laid out for you to browse and order.

The app and the website — same store, two doors

- **The Amazon app** — a program with a smile-shaped arrow icon you tap on a phone or tablet. You download it once from your device's app store, and then it's a tap away.
- **The Amazon website** — you open an internet browser (Safari, Chrome, Edge) and go to **amazon.com**. This is the usual way on a computer.

It's the very same store and the very same account either way. A thing you put in your basket on the phone is still there on the computer. Use whichever you find easier; many folks browse on the phone and check out on the computer, and that's perfectly fine.

GOOD TO KNOW

“Amazon.com” is the real address — type it yourself

When using the website, type **amazon.com** into the bar at the very top of the browser yourself, rather than searching for “Amazon” and clicking a result. Typing the real address takes you straight to the genuine store and sidesteps fake look-alike pages. We'll talk much more about staying safe in Part 7.

You need an account

To shop, you sign in to a personal **account** — your own space that remembers your address, your orders, and how you like to pay. An account is free. If a family member set up your device, you may already have one; if not, Chapter 3 walks you through making one, and it's painless.

CHAPTER 3

Your Account, Email, and Password

Your Amazon account is opened with two things: an **email address** and a **password** you choose. That pair is the key to your account, so it's worth setting up thoughtfully.

Creating an account

1. Open the Amazon app or go to amazon.com and choose **Sign in**, then **Create account**.
2. Type your name, your **email address**, and a **password** you'll remember but a stranger couldn't guess.
3. Amazon will usually send a code to your email to confirm it's really you — type that code in.
4. That's it. Write your email and a hint about your password on the inside cover of this book, somewhere only you can find.

Signing in on a device

On your own phone or computer, you usually sign in just once and the device remembers you afterward. On a shared or public computer, always sign out when you're done (we'll cover how). Your account knows your saved address and payment, so keeping it to yourself matters.

STAY SAFE

Your Amazon password protects your money — guard it

Because your account can hold a saved card and your home address, its password deserves real care. Make it strong, don't reuse it on other sites, and **never** give it to anyone who calls, emails, or texts claiming to be Amazon — Amazon never asks for your password. Turning on **two-step verification** (a texted code at sign-in) is the best lock there is; Part 7 shows you how, and I'm glad to help set it up.

FROM BILL

Forgotten password? It's an easy fix

If you can't recall your password, don't fret and don't let it stop you. At the sign-in screen there's a **Forgot password** link that walks you through making a new one, usually by sending a code to your email. If it tangles you up, that's a two-minute phone call — (330) 200-8042 — and we'll have you back in.

CHAPTER 4

Finding Your Way Around the Screen

The Amazon screen looks busy — it's a huge store, after all — but only a handful of parts matter day to day. Learn these and the clutter fades into the background.

The parts you'll use most

Part of the screen	What it's for
The search bar	The long box across the top. Type what you want here. Your main tool.
The cart / basket	The little shopping-cart icon, usually top-right. Holds items before you buy.
Your Orders	Hidden in the menu — a list of everything you've bought and its delivery status.
The menu (≡)	Three lines, opening the full list of departments and account options.
Account	“Hello, [name]” or a little person icon — your addresses, orders, settings.
Back arrow	Returns you to the previous screen. You can always back out of anywhere.

Don't be alarmed by all the suggestions

Amazon fills the screen with “you might also like” suggestions, deals, and advertisements. None of it is anything you've bought or owe — it's just the store showing its wares, like endcaps and displays in a supermarket. You can scroll right past all of it. Nothing on these pages charges you; only the deliberate checkout does.

TIP

The search bar is your shortcut past the clutter

Rather than wandering the endless departments, just tap the **search bar** at the top and type what you're after — “AA batteries,” “fleece blanket,” a book title. It takes you straight to what you want and skips the noise. When in doubt, search.

WHAT THIS DOES FOR YOU

Name the parts, and the big store feels small

A crowded screen is intimidating until you know that only five or six things on it matter. Search to find, cart to hold, Your Orders to track, the menu for everything else. With those in hand, the biggest store in the world becomes as manageable as the corner shop.

CHAPTER 4a

Amazon on Your Phone, Tablet, and Computer

You can shop Amazon on whatever screen you find most comfortable, and switch between them freely — it's one account and one store, however you reach it. Let's make sure you know your options so you use the one that suits you best.

The three ways in, compared

Where	Best for
Phone (the app)	Always in your pocket; good for quick orders, tracking, and showing a return QR code.
Tablet (the app)	A bigger, easier-to-read screen; lovely for browsing from your armchair.
Computer (the website)	The roomiest view; many find it easiest for careful checkout and reading details.

Getting the app

1. On an iPhone or iPad, open the **App Store**; on an Android phone or tablet, open the **Play Store**.
2. Search for **Amazon** (look for the official one, by “Amazon.com” or “Amazon Mobile”, with millions of ratings).
3. Tap **Get** or **Install**, wait a moment, then open it and sign in.

TIP

Pick one main way and get comfortable there first

You don't have to master all three at once. Choose whichever screen feels friendliest — many of the folks I help prefer the larger text of a tablet or computer — and get comfortable there. You can always branch out later. Fluency in one place beats confusion across three.

GOOD TO KNOW

Signed in on your own device, you stay signed in

On your personal phone, tablet, or home computer, you generally sign in just once and the device remembers you — no retyping your password every visit. It's only on shared or public machines that you should sign out each time. So on your own devices, shopping is always just a tap away.

CHAPTER 4b

Alexa and Amazon's Own Gadgets

You may have heard of **Alexa**, **Echo** speakers, **Fire** tablets and TV sticks, or **Kindle** e-readers. These are Amazon's own devices, and while none is required to shop, it's worth knowing what they are so the names don't mystify you.

A quick who's-who

- **Echo** — a small speaker you talk to; **Alexa** is the voice inside it. You can ask it the weather, set a timer, play music, or even reorder something.
- **Kindle** — a lightweight gadget just for reading books, with easy-on-the-eyes text.
- **Fire tablet** — an inexpensive tablet for browsing, video, and reading.
- **Fire TV Stick** — a little device that plugs into your TV to stream movies and shows.

HEADS UP

Voice-ordering is handy — but set a PIN

An Echo can order things by voice, which is convenient but can lead to accidental purchases (or a curious grandchild ordering toys!). If you use voice shopping, set a spoken **confirmation PIN** in the Alexa app, or turn voice purchasing off entirely. That way nothing is bought by a stray command.

WHAT THIS DOES FOR YOU

Useful companions, never a requirement

These gadgets can be genuinely delightful — a Kindle that holds a whole library, a speaker that reads you the news — but you can shop Amazon perfectly well with just your phone or computer. Don't feel you need any of them. If one ever interests you, it's a fun thing to set up together.

PART 2

Finding & Choosing What to Buy

Searching well, reading a product page without being fooled, judging reviews, understanding who you're really buying from, and filling your basket.

CHAPTER 5

Searching for What You Want

Almost every shopping trip on Amazon starts the same way: you tell the search bar what you're looking for. Do this well and you'll find the right thing quickly instead of drowning in choices.

How to search

1. Tap the **search bar** at the top of the screen.
2. Type what you want. You can be plain (“umbrella”) or specific (“large automatic umbrella wind resistant”) — the more specific, the closer the matches.
3. Tap the **search** button (or the magnifying glass, or “go” on the keyboard).
4. A long list of matching products appears for you to scroll through.

Narrowing a big list

If there are too many results, look for **Filters** (often a button near the top, or down the left side on a computer). Filters let you narrow by price, by brand, by star rating, and by whether it qualifies for fast Prime delivery. You can also **Sort** — by price low-to-high, by customer rating, by newest. These turn a thousand choices into a sensible few.

TIP

Be as specific as you can, then filter

The quickest path to the right item is a specific search followed by a filter or two. Hunting a gift for a 7-year-old? Search “board game age 7,” then filter by rating. Specific words and a filter for 4 stars and up will land you on good choices in under a minute.

GOOD TO KNOW

Searching costs nothing and commits to nothing

Remember, all this looking is free and buys nothing. Search for ten different things, open twenty products, compare to your heart's content — you have not spent a cent and are under no obligation. Nothing is purchased until the deliberate checkout at the end.

CHAPTER 6

Reading a Product Page

Tap any item in your search results and you land on its **product page** — the equivalent of picking a box off the shelf and turning it over. There's a lot here; let's walk through what actually matters.

The important parts, top to bottom

On the page	What to look at
Title & photos	The name and pictures. Tap a photo to enlarge; swipe for more angles.
Price	The cost, usually near the top right. Watch for the real price vs. a crossed-out “list” price.
“Sold by” / “Ships from”	Who you're actually buying from — Amazon itself, or another seller. Important; see Chapter 8.
Delivery date	When it will arrive, and whether it's free. Shown before you buy.
Star rating & reviews	What other buyers thought. We judge these carefully in Chapter 7.
Buy buttons	“Add to Cart” (hold it) and “Buy Now” (buy at once — careful with this one).
Product details	Size, materials, specifications, and the fuller description lower down.

HEADS UP

“Buy Now” skips the basket — go slower with “Add to Cart”

Two buttons sit near the price. **Add to Cart** puts the item in your basket so you can keep looking and review everything before paying — the calm, recommended way. **Buy Now** rushes straight toward purchase in one tap. Until you're very comfortable, stick with **Add to Cart** so there's always a pause before any money moves.

Read the size and details — twice

The most common little disappointment in online shopping is a thing that's the wrong size — a “big” mug that's tiny, shoes that run small. Because you can't hold the item, the written **details** are your eyes and hands. Check the dimensions, the quantity (is it one, or a pack of six?), the color, and the size chart before you buy. Thirty seconds of reading saves a return.

CHAPTER 7

Judging Reviews and Star Ratings

Below most products sits a **star rating** (out of five) and written **reviews** from people who bought it. These are genuinely useful — the wisdom of the crowd — but a little judgment keeps you from being misled.

How to read ratings wisely

- **Look at the number of ratings, not just the stars.** 4.6 stars from 8,000 people is far more trustworthy than 5.0 stars from 3 people.
- **Read a few of the middling (3-star) reviews.** They're often the most honest, naming both good and bad points.
- **Skim for a pattern.** One grumpy review means little; ten people all mentioning the same flaw (“broke in a month,” “runs small”) is a real signal.
- **Favor “Verified Purchase” reviews** — these come from people Amazon confirms actually bought the item.

HEADS UP

Be wary of too-perfect reviews

Some sellers try to game the system with fake glowing reviews. Warning signs: dozens of five-star reviews posted the same week, oddly worded praise, or raves that don't mention any specific detail. When a product's reviews feel too good to be true, lean on the critical ones and the overall pattern rather than the gush. A healthy skepticism serves you well.

WHAT THIS DOES FOR YOU

Learn from others before you spend

Reviews are like asking a roomful of neighbors “how did this work out for you?” before you buy. Used with a pinch of judgment, they steer you toward the things that last and away from the duds — a quiet advantage shoppers never used to have.

CHAPTER 8

Who Are You Really Buying From?

Here's something many people don't realize, and it matters: not everything on Amazon is sold *by* Amazon. Amazon also lets thousands of other businesses — "third-party sellers" — list their goods on its shelves. Most are perfectly reputable; a few are not. Knowing who you're dealing with is a key safety habit.

Finding the seller

On the product page, look for the small lines that say **"Ships from"** and **"Sold by."** If both say **Amazon**, you're buying directly from Amazon itself. If "Sold by" shows some other company's name, that's a third-party seller using Amazon's shelf. Neither is automatically bad — but it's good to know.

What it says	What it means
Sold by Amazon.com	Amazon itself is the seller. The simplest, most straightforward case.
Sold by [other name], Fulfilled by Amazon	Another seller's goods, but Amazon stores and ships them. Returns handled Amazon's way.
Sold by & ships from [other name]	Entirely a third party. Fine for reputable names; check their rating and return terms first.

STAY SAFE

For anything important, prefer well-known sellers

When buying something that matters — anything costly, or that touches your health — favor items sold by Amazon itself or by a brand you recognize, with lots of good reviews. Be cautious of an unfamiliar seller offering a famous product at a startlingly low price; if a deal seems too good to be true, it often is. When unsure, it's a fine moment to ask a family member or give me a call.

CHAPTER 9

Your Cart: Holding Things Before You Buy

The **cart** (or basket) is where items wait while you shop — exactly like the cart you push around a supermarket. Putting something in it is *not* buying it; it's just setting it in the cart to decide on later.

Using the cart

- **Add an item:** on its product page, tap **Add to Cart**. A little confirmation appears, and the cart icon's number ticks up.
- **View your cart:** tap the **cart icon** (top-right). You'll see everything you've gathered, with prices and a running total.
- **Change quantities or remove things:** in the cart, adjust the number or tap **Delete** / **Remove** on anything you've thought better of.
- **Save for later:** not sure yet? Tap **Save for later** and the item waits in a separate list without cluttering your cart or costing anything.

GOOD TO KNOW

A full cart is not a bill

You can pile ten things into your cart, sleep on it, and come back tomorrow — nothing is charged and nothing is shipped. The cart is a holding area, not a purchase. Items may occasionally change price or sell out while they wait, but *you* have spent nothing. Only checkout buys.

TIP

Use the cart as a cooling-off shelf

A good habit against impulse buys: when something tempts you, add it to the cart and walk away for a day. If you still want it tomorrow, buy it; if the urge has passed, remove it. The cart makes a fine waiting room for your wallet's second thoughts.

CHAPTER 9a

Deals, Coupons, and Sale Events

Amazon is forever waving deals at you. Some are real savings; some are marketing dressed up as urgency. A little understanding lets you enjoy the genuine bargains without being stampeded into buying things you don't need.

The kinds of deals you'll see

Deal type	What to know
Everyday discount	A crossed-out “list” price beside a lower one. Check the lower price is truly good.
Lightning / limited-time deal	A countdown clock and “only a few left.” Designed to hurry you — pause anyway.
Coupon	A little “clip coupon” checkbox on the page; tick it to take money off at checkout.
Prime Day / holiday sales	Big member sale events with real discounts mixed among the hype.

HEADS UP

A countdown clock is a sales tactic, not an emergency

“Lightning deals” and “only 3 left!” timers exist to switch off your second thoughts and make you buy *now*. Real as the discount may be, the urgency is manufactured. If you'd want the item anyway, fine; but never let a ticking clock talk you into something you weren't already after. The next deal is always around the corner.

Is the “list price” real?

That crossed-out higher price is meant to make the deal look bigger. Sometimes it's a genuine markdown; sometimes the item rarely sold at that higher price at all. The honest way to judge a deal is simply: **is this a fair price for this thing, to me?** If yes, buy it; if you're only buying because it's “marked down,” think twice.

WHAT THIS DOES FOR YOU

Enjoy real bargains, ignore the theater

There are genuinely good deals on Amazon, and it's satisfying to catch one. The skill is simply separating the real saving from the stage-managed urgency. Buy what you need at a fair price, let the countdown clocks tick without you, and you get the best of Amazon without its pressure.

CHAPTER 9b

Lists: Saving Ideas for Later

When you spot something you might want — a gift idea, a someday purchase — you don't have to buy it now or lose it. A **list** (Amazon calls it a Wish List or shopping list) keeps it saved for whenever you're ready.

Making and using a list

1. On a product page, look for **Add to List** (near Add to Cart).
2. Tap it and choose a list, or make a new one (“Gift ideas,” “For the house”).
3. Find your lists any time under **Account** → **Lists**. Nothing on a list is bought or charged — it's just a saved idea.

TIP

Lists make gift-giving easy — both ways

Lists are wonderful for gifts. Keep a running list of ideas for each grandchild as they come to you. And you can share a list of your *own* wishes with family so they know exactly what you'd like — no more guessing or duplicate presents. A quiet little feature that takes the stress out of birthdays and holidays.

GOOD TO KNOW

A list is a holding pen, not a purchase

Just like the cart, a list costs nothing and commits to nothing — but unlike the cart, things on a list stay put indefinitely without cluttering your checkout. Use the cart for “buying today,” and a list for “maybe someday.” Together they keep your shopping tidy and pressure-free.

CHAPTER 9c

Comparing Similar Products

Search for almost anything and you'll get dozens of near-identical options. Choosing well among them is a small skill that saves money and disappointment. Here's how to compare like a seasoned shopper.

What to weigh

- **Price against size/quantity.** A “cheaper” item may be smaller or a single where another is a pack. Check the real amount you're getting.
- **Rating and number of reviews together.** Favor well-rated items with *many* reviews over a perfect score from a handful.
- **Who sells it** (Chapter 8) — a known brand or Amazon itself over an unknown seller for anything important.
- **Delivery date** — if you need it soon, a slightly pricier item that arrives in time may beat a cheaper one two weeks out.

TIP

The cheapest is rarely the best buy

It's tempting to just sort by price and grab the lowest, but the rock-bottom option is often cheap for a reason — flimsier, smaller, or from a seller with no track record. Aim for the best *value*: a fairly priced item, well reviewed, from a seller you trust. A dollar or two more for something that lasts is money well spent.

Don't agonize — returns have your back

You needn't make a perfect choice. Because most things can be returned free within about a month (Part 5), a good-enough pick you can send back if it disappoints takes all the pressure off. Do a reasonable comparison, choose, and move on — the return policy is your safety net.

WHAT THIS DOES FOR YOU

Shop smart without overthinking

A minute of comparing — price for size, ratings with numbers, a trusted seller — steers you to a solid choice nearly every time. And the generous returns mean even an imperfect pick isn't a loss. You get to be a careful shopper without the paralysis of trying to be a perfect one.

PART 3

Buying It — Carefully

The checkout, step by step: your address, how you pay, reading the total before you commit, and the all-important final button. This is the careful part.

CHAPTER 10

Checkout, Step by Step

When you've decided, **checkout** is the short, careful process of actually buying what's in your cart. We'll go slowly, because this is the one place real money is involved. Nothing here is hard — it just deserves your attention.

Starting checkout

1. Tap the **cart icon** to review what you're buying. Check the items, quantities, and the total.
2. Tap **Proceed to checkout** (or “Buy”).
3. You'll be shown three things to confirm, one after another: **where** it's going, **how** you're paying, and the **total**. We'll take each in turn in the next chapters.
4. Only after all three are confirmed do you reach the final **Place your order** button.

HEADS UP

Read every screen — there's no prize for rushing

Checkout is the moment to slow down, not speed up. Read each screen before tapping onward: Is the address right? Is the payment the one you meant? Is the total what you expected, with shipping and tax? There is never any hurry — Amazon isn't going anywhere, and a careful minute here prevents nearly every ordering mistake.

You can back out at any point

Right up until you press the final **Place your order**, you can stop. Tap the back arrow, close the app, set the phone down — no order is placed and no money moves. The cart will still be there when you return. Knowing you can always retreat makes the whole thing less nerve-racking.

CHAPTER 11

Your Delivery Address

Amazon needs to know **where** to send your parcel. The first checkout screen shows your delivery address, which the account remembers so you rarely retype it.

Checking and choosing the address

- The screen shows your saved address. **Read it** — make sure it's current and complete.
- Sending a gift straight to someone else? Tap **Add a new address** or choose another saved one, and it ships to them instead.
- You can save several addresses — home, a child's house, a winter address — and pick the right one each time.

TIP

Set your address once, carefully, and relax

It's worth getting your home address saved correctly a single time — full house number, street, apartment or unit, city, state, ZIP. After that it fills in automatically on every order, and parcels land where they should. If you're unsure it's entered right, this is a perfect little thing to double-check together on a call.

GOOD TO KNOW

Sending a gift? Amazon can wrap and hide the price

When shipping to someone else, look for a **“This is a gift”** option at checkout. It can add gift wrap and a note, and it keeps the price off the packing slip so the recipient doesn't see what you paid. A lovely way to send a surprise across the miles.

CHAPTER 12

How You Pay

Next, Amazon shows **how** you'll pay. Your account can store a credit or debit card so you don't retype it each time. Let's make sure you understand and trust this part, because it's where caution matters most.

Payment options

- **A credit or debit card** — the usual choice. You enter the card once; afterward it's remembered as, say, “Visa ending in 4321.”
- **A gift card** — an Amazon gift card balance, if you have one, is applied toward the total.
- Amazon shows which card will be charged. If you have more than one saved, you pick the right one here.

STAY SAFE

A credit card is safer than a debit card online

If you have the choice, a **credit** card offers stronger protection than a **debit** card for online buying: credit-card fraud is the bank's money to chase, while debit comes straight out of your own account. Either works on Amazon, but for peace of mind a credit card is the gentler option. Never, ever pay with gift cards you bought at a store for an Amazon order — that's always a scam.

Is it safe to save a card on Amazon?

For most people, yes. Amazon is a large, reputable company that protects stored card details carefully, and saving a card is far safer than, say, emailing the number to anyone. The real risks aren't Amazon's storage — they're a weak password or falling for a scam. So protect your account with a strong password and two-step verification (Part 7), and you can use a saved card with confidence.

CHAPTER 13

Reading the Total Before You Commit

The last thing to check before the final button is the **order total** — the true, all-in amount you'll be charged. This is where you confirm there are no surprises.

What makes up the total

Line	What it is
Item(s) price	The cost of what's in your cart.
Shipping	Delivery cost — often free with Prime or over a spend threshold; otherwise a few dollars.
Tax	Sales tax for your state, added automatically.
Gift wrap (if chosen)	A small charge if you asked for wrapping.
Order total	The final figure — this is what will actually be charged.

HEADS UP

The “order total” is the number that matters

Ignore the various sub-prices and look at the **Order total** — that single figure is exactly what will leave your account, shipping and tax included. If that number is what you expected, proceed. If it's higher than you thought, stop and look for why (a surprise shipping fee, a quantity of two instead of one) before you commit.

Watch for accidental extras

Occasionally the total is higher than expected because a quantity crept up to two, a faster paid shipping was selected, or an unwanted item is still in the cart. The total screen is your last, best chance to catch these. A ten-second read here is the single most valuable habit in this whole book.

CHAPTER 14

Placing the Order — and the Confirmation

Address right, payment right, total right? Then it's time for the one deliberate action that actually buys: pressing **Place your order**.

The final step

1. Take one last look at the **Place your order** screen — items, address, payment, total.
2. When you're sure, tap **Place your order** once.
3. A **confirmation** screen appears — “Thank you, your order is placed” — often with the expected delivery date. Amazon also emails you a receipt.
4. That's it. You've bought it, correctly and on purpose.

GOOD TO KNOW

Changed your mind right after? You often can cancel

If you realize a second later that you ordered the wrong thing, don't panic. Go to **Your Orders**, find it, and look for **Cancel items** — if it hasn't shipped yet, you can often stop it entirely. And even if it does arrive, you can return it (Part 5). Very few ordering mistakes can't be undone.

WHAT THIS DOES FOR YOU

One careful button, and the errand is done

Notice how safe the whole thing turned out to be: nothing happened until you chose it, you checked every detail, and one deliberate press completed the purchase. That's online shopping done right — unhurried, clear-eyed, and fully in your control. The box is now on its way to your door.

Keep an eye on your confirmation email

The receipt Amazon emails you is worth keeping — it has the order number, the price, and a link to track or return the item. We'll use it in the next part. For now, just know it's there, and that a real Amazon receipt arrives quietly by email without demanding you click anything urgently.

CHAPTER 14a

Adding, Changing, or Removing a Card

Your saved payment cards live in your account, and you're fully in charge of them — add a new one, remove an old one, or fix an expired card any time. Keeping this tidy means checkout is smooth and you always know exactly what's on file.

Managing your cards

1. Go to **Account** → **Your Payments** (or “Payment options” / “Wallet”).
2. To **add** a card, tap **Add a card** and type the number, expiry, and security code.
3. To **remove** one, tap it and choose **Remove** / **Delete**.
4. To **fix an expired** card, tap it and update the new expiry date from your replacement card.

HEADS UP

“Your card was declined” is usually a simple fix

If an order won't go through with “card declined,” don't be alarmed — it's rarely anything serious. The usual causes are an expired card, a new card with a new number, a billing address that no longer matches, or your bank pausing an unfamiliar charge. Update the card details, or give your bank a quick call to okay it. It's a common, easily solved hiccup.

STAY SAFE

Only ever enter card details on the real Amazon

Type your card into Amazon only through the official app or by going to amazon.com yourself — never on a page you reached by clicking a link in an email or text. A genuine Amazon checkout never arrives as a surprise link demanding your card. When in doubt, close the message and start fresh from the real app.

CHAPTER 14b

Shipping Speeds and Choices

At checkout you can often choose **how fast** you want your parcel, and the choice affects both cost and delivery date. Understanding the options helps you balance speed against saving.

The usual choices

- **Free standard shipping** — the thrifty choice; a few days, often free with Prime or over a spending threshold.
- **Fast (one- or two-day)** — free with Prime on eligible items, otherwise sometimes a fee.
- **Same-day** — available in some areas for some items, usually for a charge.
- **Scheduled or "no-rush" delivery** — choosing a slower date sometimes earns you a small credit or discount.

TIP

In no hurry? "No-rush" can save you money

If you don't need something right away, look for a **"no-rush"** or slower-delivery option at checkout — Amazon sometimes thanks you for your patience with a small credit toward a future order. Gathering several items into one slower shipment is also gentler on the planet. Speed is lovely, but patience occasionally pays.

GOOD TO KNOW

The delivery date is shown before you pay

You never have to guess when something will arrive — the expected **delivery date** is shown right on the checkout screen, for each shipping choice, before you commit. If the date matters (a birthday, a trip), read it carefully and pick the option that gets it there in time. No surprises.

CHAPTER 14c

Gift Cards and Promo Codes

Amazon **gift cards** are a popular present, and they're genuinely handy — but they're also the one word that comes up again and again in scams, so let's be clear about the good and the bad.

Using a gift card you received

1. Go to **Account** → **Gift cards**, then **Redeem a gift card**.
2. Type the claim code from the card or email, and tap **Apply**.
3. The amount is added to your account balance and comes off automatically on your next order(s) — nothing expires in a hurry.

Sending one as a gift

To send a gift card, search **gift cards** on Amazon, choose an amount and a design, and have it emailed to the recipient or printed. It's a thoughtful, easy present for someone far away — especially someone who'd rather choose their own gift.

SCAM ALERT

Nobody legitimate is ever paid in Amazon gift cards

Here is the rule that cannot be repeated too often: **if anyone asks you to pay them with Amazon gift cards — for a bill, a fee, a fine, a prize, bail, "tech support," anything — it is a scam, every time.** Gift cards are for giving to people you love, never for paying a company or official. The instant someone asks for gift-card codes, hang up and call someone you trust.

WHAT THIS DOES FOR YOU

A perfect present, used wisely

Used the right way — as a gift between family and friends — Amazon gift cards are wonderful: no guessing sizes or tastes, and the recipient picks exactly what they want. Enjoy them for that. Just keep the one firm line in mind: gift cards flow *to* loved ones, never to a stranger demanding payment.

PART 4

Tracking, Delivery & Your Orders

Following your parcel to the door, understanding the delivery messages, finding past orders and receipts, and handling a package that's late, lost, or damaged.

CHAPTER 15

Your Orders: Everything You've Bought

Your Orders is the single most useful page on Amazon after search. It's the complete list of everything you've purchased — what's coming, what's arrived, and every order going back years. Nearly everything you'll want to do after buying starts here.

Finding Your Orders

- **In the app:** tap the menu or the little person icon, then **Your Orders**.
- **On the website:** near the top right it says **Returns & Orders** — click it.
- Each order shows a photo, the date, the price, the delivery status, and buttons like **Track package**, **Buy again**, and **Return or replace**.

TIP

When in doubt about any purchase, start at Your Orders

Wondering where something is? Need a receipt? Want to send something back? Can't remember if you ordered it? **Your Orders** answers all of it in one place. Make it the first page you check for anything about a purchase, and you'll rarely feel lost.

Buy it again in one tap

For things you reorder — the same vitamins, the same coffee, the same batteries — the **Buy again** button saves you searching: it takes you straight back to exactly what you bought before. A small convenience that adds up over time.

CHAPTER 16

Tracking Your Package

Half the pleasure of ordering is watching the box make its way to you. **Tracking** shows where your parcel is and when to expect it, updated along the journey.

How to track

1. Go to **Your Orders** and find the item.
2. Tap **Track package**.
3. You'll see its progress — “Shipped,” “Out for delivery,” “Delivered” — and the expected date, sometimes even a map on delivery day.

Making sense of the delivery messages

Message	What it means
Ordered	Amazon has your order and is preparing it.
Shipped	It's left the warehouse and is on its way.
Out for delivery	It's on the truck and should arrive today.
Delivered	It's been dropped at your address — check the porch, mailbox, or wherever parcels land.
Delayed	Running late — weather or other holdups. A new date is usually given.

GOOD TO KNOW

“Delivered” but you don't see it? Don't panic yet

If tracking says delivered but the parcel isn't obvious, check the usual spots — behind a planter, with a neighbor, in the mailbox, around the side. Carriers sometimes mark things delivered a little early, so also give it until the end of the day. Most “missing” parcels turn up within a few hours. If it truly doesn't appear, Chapter 18 shows what to do.

TIP

A photo on delivery is normal and helpful

Many deliveries now include a **photo** of where the parcel was left, which you can see in tracking. It's a handy way to spot exactly which corner of the porch to look. Don't be alarmed by it — it's a helpful feature, not a stranger snooping.

CHAPTER 17

Finding Receipts and Past Orders

Every purchase leaves a tidy paper trail you can revisit any time — useful for warranties, returns, taxes, or simply remembering what you paid.

Getting a receipt

1. Go to **Your Orders** and find the purchase.
2. Tap **View order details** or **Invoice**.
3. You'll see the full receipt — items, price, tax, date. You can print it, or save it as a PDF to keep or email.

Searching your order history

Bought something months ago and can't recall the details? Your Orders has its own little **search box** and a filter by year. Type a word from the product, or pick the year, and the old order surfaces — receipt and all. Nothing you've bought is ever truly lost.

WHAT THIS DOES FOR YOU

A complete, searchable record of your spending

Amazon quietly keeps an organized history of every purchase, with receipts, for years. That's genuinely handy: proof for a warranty claim, a record at tax time, a reminder of which printer ink you bought last. Your filing is done for you — you just need to know it's there in Your Orders.

CHAPTER 18

When a Parcel Is Late, Lost, or Damaged

Now and then a delivery goes wrong — it's late, it never comes, or it arrives broken. Amazon is generally very good about making these right, and you have clear options. Here's how to handle each, calmly.

If it's late

Check the tracking first — it usually explains a delay and gives a new date. Give it a day past the promised date before worrying; most late parcels simply arrive a little behind. If it's badly overdue, move to the next step.

If it's lost or never arrives

1. Go to **Your Orders** and open the item.
2. Tap **Problem with order** (or “Get help” / “Track package” then the help option).
3. Choose what happened — “Package didn't arrive.” Amazon will offer a **replacement** or a **refund**.

If it arrives damaged or wrong

Same path: **Your Orders** → the item → **Problem with order** or **Return or replace**. Choose “arrived damaged” or “wrong item,” and Amazon arranges a replacement or refund, usually without even needing the broken one back. Part 5 covers returns in full.

STAY SAFE

Handle problems *inside* Amazon — never by a surprise call or text

This is important: deal with any delivery problem through **Your Orders** in the real app or website. Scammers send fake “delivery failed” texts and emails with links and phone numbers — don't use those. If *you* start from Your Orders, you're safe; if a *message* is pushing you to click or call about a package, be very suspicious. Part 7 has the full story.

FROM BILL

Amazon is usually generous — but call me if it's a muddle

In my experience Amazon makes most delivery problems right quickly and fairly. But if you ever find yourself going in circles, unsure whether a message is genuine, or worried about a charge, don't wrestle with it alone. Call me at (330) 200-8042 and we'll look together and get it sorted properly.

CHAPTER 18a

Delivery Instructions and Safe Drop-Off

You can tell Amazon *where* and *how* to leave your parcels, which helps them arrive safely and spares you worry about packages sitting in plain view. A few small settings make deliveries fit your home.

Setting delivery preferences

- **Delivery instructions** — for your address, you can add a note like “leave on the side porch” or “ring the bell.” Find it under your address settings or on the checkout screen.
- **A safe spot** — choose a preferred place for parcels to be left out of sight of the street.
- **Amazon lockers** — in some areas you can have parcels delivered to a secure locker at a nearby store and fetch them with a code, rather than leaving them at your door at all.

TIP

A good delivery note prevents most porch trouble

The simplest guard against a parcel going astray or sitting in view is a clear delivery instruction — “leave behind the planter by the front door.” It takes a minute to set once and applies to every order after. If porch theft worries you, a locker pickup or delivering to a trusted neighbor are good options too.

Package notifications

Amazon can **alert you** — by app notification, text, or email — when a parcel is out for delivery and when it arrives, often with that photo of where it was left. These alerts let you bring a parcel in promptly. You can turn them up or down in **Account** → **Notifications** — but beware that *fake* delivery alerts are a favorite scam, so trust only the ones inside the real app (see Part 7).

WHAT THIS DOES FOR YOU

Deliveries that fit your home and your day

A little setup — a delivery note, a safe spot, arrival alerts — turns deliveries from a worry into a quiet convenience. Your parcels land where you want them, you know when they come, and you can bring them in before they sit out. That's the ease of home delivery done thoughtfully.

CHAPTER 18b

Digital Orders: Books, Music, and Video

Not everything you buy on Amazon arrives in a box. **Digital** items — e-books, music, movies, apps — are delivered instantly to your device rather than shipped. They're handled a little differently, and it's worth knowing how.

How digital items work

- **E-books (Kindle books)** appear in the Kindle app or on a Kindle device moments after you buy — nothing to wait for or track.
- **Movies and TV** you buy or rent appear in **Prime Video** to watch right away.
- There's no shipping and no delivery date — you get it at once — and generally no return, since you receive it instantly.

HEADS UP

Mind the difference between “Buy,” “Rent,” and “included”

On Prime Video especially, read the buttons carefully. Some titles are **included** free with Prime; others cost money to **rent** (watch for a few days) or **buy** (keep). They sit side by side and look alike. A moment's attention to which button you're pressing saves an unexpected charge for a film you thought was free.

GOOD TO KNOW

Accidentally bought a digital item? It can often be undone

If you tap “buy” on a movie or book by mistake, don't despair. Amazon can often reverse an accidental digital purchase, especially if you haven't watched or read it — check Your Orders for a “cancel” option, or ask Amazon's help, or call me. Mistaken one-tap buys happen to everyone and are usually fixable.

CHAPTER 18c

Checking a Charge on Your Statement

Good money habits don't stop at the checkout. Glancing over your card or bank statement now and then — and knowing how to match a charge to an Amazon order — keeps you firmly on top of your spending and quick to spot anything wrong.

Matching a charge to an order

1. On your statement, Amazon charges usually read “AMZN” or “Amazon.com.” Note the amount and date.
2. Open **Your Orders** and find an order with a matching total and date.
3. Tap **View order details** to confirm it's the same purchase. Mystery solved.

HEADS UP

One order can become several charges — that's normal

Don't be alarmed if a single order shows up as two or three separate charges. Amazon often **bills items as they ship**, so a cart of three things delivered on different days can appear as three charges that add up to your total. It's not a double-charge — just the pieces of one order. Your Orders shows the true picture.

If a charge truly doesn't match

If you find an Amazon charge you genuinely can't match to any order — after checking that it isn't a split shipment, a Subscribe & Save delivery, or a Prime fee — that's worth looking into. Check **Your Orders** and **Your Payments**, and if it's still a mystery, contact Amazon from inside the app or call me. A genuinely unknown charge can point to a shared account or, rarely, fraud — better to check than wonder.

FROM BILL

A statement puzzle is a great thing to solve together

If a charge has you scratching your head, don't let it nag at you. Bring it to our next call — (330) 200-8042 — and we'll match every Amazon line to an order in a few minutes, so you know exactly where every dollar went. Peace of mind about your money is always worth a phone call.

CHAPTER 18d

Cancelling an Order Before It Ships

Ordered the wrong thing, or had second thoughts? As long as it hasn't shipped yet, you can often **cancel** it outright — cleaner and quicker than returning it after it arrives.

How to cancel

1. Go to **Your Orders** and find the item — fast, before it ships.
2. Tap **Cancel items** (or “Cancel order”).
3. Pick a reason if asked, and confirm. You'll get an email confirming the cancellation.
4. If there's no cancel button, it's likely already shipping — in that case, simply return it once it arrives (Part 5).

GOOD TO KNOW

Cancelling beats returning — when you catch it in time

A cancelled order never ships, so there's nothing to send back and your refund (if you were already charged) comes quickly. The window can be short, especially with fast Prime shipping, so if you want to stop an order, act promptly. Missed it? No harm — returns are easy too. You're never truly stuck with a mistaken order.

PART 5

Returns & Refunds

One of Amazon's best features, and the one folks fear most needlessly: sending something back. The return window, the easy drop-off, getting your money back, and when things get tricky.

CHAPTER 19

Returns Are Easy — Truly

If one worry holds people back from online shopping, it's this: “What if it's wrong and I'm stuck with it?” Let me put that fear to rest. Returning something to Amazon is usually simple, usually free, and often doesn't even require a box or a trip to the post office. It's one of the best things about shopping there.

The return window

Most items can be returned within about **30 days** of delivery, and during the holidays that window is often extended into January. Some categories (certain electronics, for instance) have a shorter window, and a few things can't be returned at all (perishables, some personal items). The product page and Your Orders tell you the specifics — but for everyday goods, think “about a month.”

GOOD TO KNOW

Check the window, but don't rush

Because return windows vary and change — Amazon adjusts them from time to time, and holiday rules differ — the honest advice is to check the **Return or replace** button in Your Orders for your particular item, which always shows the current deadline. For most things you have weeks, so there's no need to decide the moment the box lands.

WHAT THIS DOES FOR YOU

A generous return policy means you can shop without fear

Knowing you can send almost anything back, free, within a month changes everything: you can try the sweater, order the gadget, take a small chance — because a wrong choice isn't a loss, just a quick return. That safety net is what makes online shopping relaxing rather than risky.

CHAPTER 20

How to Return an Item

Let's walk through an actual return, start to finish. It's a handful of taps and a short errand — often less trouble than returning something to a physical store.

Starting the return

1. Go to **Your Orders** and find the item.
2. Tap **Return or replace items**.
3. Choose a **reason** from the list ("too small," "no longer needed," "defective," and so on). Pick the honest one; it affects whether the return is free.
4. Choose whether you want a **refund** or a **replacement**.
5. Pick a **drop-off method** — Amazon offers several, and usually a free one.

The drop-off — often no box needed

This is the part people love. Amazon gives you a **QR code** (a little square barcode) on your phone, or a printable label. You take the item — frequently *without even packing it* — to a nearby drop-off spot such as a **Kohl's**, **UPS Store**, **Whole Foods**, or an **Amazon locker**. They scan your code, take the item, and box it for you. No tape, no printer, no line at the post office.

1. At the drop-off counter, open **Your Orders** → the return → show the **QR code** on your phone.
2. The staff scan it and accept the item. Keep any receipt they give you.
3. That's it — your refund is set in motion automatically once it's scanned.

> **TIP**
>
> **The QR-code, no-box drop-off is the easiest way**
>
> When given the choice, pick the drop-off that only needs a **QR code** on your phone (like Kohl's or a UPS Store). You carry the item in as-is, they scan your phone, and you walk out — no printing, no packing, no postage. It's genuinely easier than most store returns. If showing a code on your phone feels daunting, I'm happy to practice it with you once.

CHAPTER 21

Getting Your Money Back

After you return something, the **refund** — your money coming back — follows automatically. Here's what to expect so you're not left wondering.

How refunds work

- Once the item is dropped off and scanned (or received back), Amazon starts the refund.
- It goes back **to the way you paid** — the same card. It can take a few days to appear on your statement; that's the bank's pace, not Amazon's.
- You'll get an **email** confirming the refund amount. You can also see the status in Your Orders under the return.

GOOD TO KNOW

Sometimes the refund comes before you even ship it back

For trusted customers and low-cost items, Amazon occasionally issues your refund the moment you start the return, or even tells you to keep the item. That's not a trick or an error on your part — it's Amazon deciding the return isn't worth the trouble. Enjoy it with a clear conscience.

If a refund seems missing

If several days pass and you don't see your money, first check **Your Orders** → the return for its status, and remember banks can lag a day or two. If it still seems stuck, that's a reasonable moment to ask Amazon's help — from inside the app — or to call me and we'll check it together.

CHAPTER 22

Trickier Returns and Problems

Most returns are effortless, but a few situations need a little extra know-how. None is cause for alarm.

Third-party seller returns

If you bought from a third-party seller (Chapter 8), the return may be handled by that seller rather than Amazon directly — occasionally with slightly different terms. The process still starts the same way, in **Your Orders** → **Return or replace**. If a seller is unresponsive or unfair, Amazon's **A-to-z Guarantee** can step in to protect you; the help section explains how to request it.

Items that can't be returned

A few things — perishable food, some health and personal-care items, digital downloads, customized goods — generally can't be returned. The product page notes this before you buy, which is one more reason to read it. If such an item arrives *damaged or wrong*, though, you're still covered — report it as a problem and Amazon makes it right.

STAY SAFE

Beware fake “refund” calls and emails

A common scam is a message or call offering you a “refund” for an Amazon order and asking you to “confirm” your card or bank details, or to let them “help” on your computer. Real refunds happen automatically, back to your card, with no such call. **Never** give card or bank details, or computer access, to anyone who contacts you about a refund. Hang up, and handle refunds only inside Your Orders. Part 7 says more.

FROM BILL

Returns fluster a lot of folks — you don't have to do it alone

If a return has you uncertain — which option to pick, where to drop it, why a refund's late — that's one of the most common and most fixable things I help with. There's no need to keep something that's wrong out of worry over the return. Call (330) 200-8042 and we'll walk through it; by the second time, you'll be doing them in your sleep.

CHAPTER 22a

Exchanges and Replacements

Sometimes you don't want your money back — you just want the *right* one: the correct size, a working copy to replace a broken one, a different color. That's an **exchange** or **replacement**, and it's often even simpler than a refund.

Asking for a replacement

1. Go to **Your Orders** and find the item.
2. Tap **Return or replace items**.
3. Choose **Replacement** (or “Exchange”) instead of refund, and pick the reason.
4. If an exchange for a different size or color is offered, choose the one you want. Amazon sends the new one and has you return the old one.

> **GOOD TO KNOW**
>
> **A replacement can arrive before you send the old one back**
>
> For many items, Amazon ships your replacement right away and gives you a window to return the original — so you're rarely left without the thing you need. Drop the old one off at your convenience using the usual QR-code method. It's a smooth way to simply swap a wrong item for a right one.

When an exchange isn't offered

Not every item can be directly exchanged — especially from third-party sellers. If there's no exchange option, the simple path is to **return** the wrong one for a refund and **order** the correct one fresh. A hair more fiddly, but it gets you exactly what you want, and the refund covers the new purchase.

CHAPTER 22b

Returning by Mail (When You Need To)

The QR-code drop-off (Chapter 20) is the easiest return, but occasionally you'll want or need to **mail** a return instead — if a drop-off spot isn't near, or a seller requires it. It's still straightforward.

The mail-back steps

1. Start the return in **Your Orders** as usual, and choose a **mail / ship** option.
2. Amazon gives you a **shipping label** to print (and sometimes a prepaid one, so it costs you nothing).
3. Pack the item — the original box is ideal, but any sturdy box or padded envelope works.
4. Tape the label on the outside, covering any old labels, and drop it at the carrier shown (often UPS or the post office).

TIP

No printer? Ask for a label-free option

If you can't print a label, look again at the return choices — Amazon very often offers a **label-free, box-free** drop-off (the QR code at Kohl's, UPS, or Whole Foods) that needs no printing at all. Prefer that whenever it's offered. Printing a label should be a last resort, not the default, so hunt for the easier option first.

GOOD TO KNOW

Keep your drop-off or shipping receipt

Whichever way you send a return, **hold onto the receipt** the counter or carrier gives you (or the tracking number) until your refund lands. It's your proof the item went back. Nine times out of ten you'll never need it — but on the rare occasion a return goes astray, that little slip settles the matter instantly.

PART 6

Prime, Subscriptions & Avoiding Extra Charges

What Prime really is and whether it's worth it, how to cancel anything, Subscribe & Save, and how to make sure you're never quietly charged for something you didn't mean to join.

CHAPTER 23

What Is Amazon Prime?

Amazon Prime is a paid membership that bundles several perks — most famously fast, free delivery. It's optional. Plenty of people shop happily without it, and plenty find it well worth the fee. Let's lay it out plainly so you can decide for yourself.

What Prime includes

- **Free, fast shipping** on most items — often next-day or two-day — with no minimum order. This is the main draw.
- **Prime Video** — a large library of movies and TV shows to watch, like a streaming service, included.
- **Prime Music, Prime Reading,** and **Prime-member deals**, plus perks at Whole Foods.
- **Member-only sale events** like Prime Day.

What it costs

In the United States, Prime runs about **$139 a year**, or roughly **$15 a month** if you'd rather pay monthly. (Prices can change, so check the current figure on Amazon before joining.) There are **discounts** worth knowing about: a reduced rate for students, and a significantly cheaper rate for people receiving certain government assistance such as EBT or Medicaid — if that's you, it's worth asking about.

GOOD TO KNOW

Is Prime worth it for you?

A simple rule of thumb: if you order from Amazon more than once or twice a month, the free fast shipping alone often covers the fee, and the video and other perks are a bonus. If you shop only a few times a year, you may do fine without it — you can still buy anything, you just pay a few dollars' shipping or wait a little longer. There's no wrong answer; it's about your habits.

CHAPTER 24

Joining — or Skipping — Prime

You can shop with or without Prime, and you can start or stop it whenever you like. The one thing to understand clearly is the **free trial**, because that's where people get caught out.

The free trial — and its catch

Amazon often offers a **30-day free trial** of Prime. The trial itself is genuinely free — but here's the catch: unless you cancel before it ends, it **automatically turns into a paid membership** and charges your card. This isn't a scam; it's standard practice. But it's exactly why so many folks find a Prime charge they didn't expect.

HEADS UP

A free trial becomes a paid charge unless you cancel

If you start a Prime free trial, set yourself a reminder for a few days before it ends. If you've decided Prime isn't for you, cancel within the trial and you'll never be charged a penny. Forget, and the fee comes out automatically. The next chapter shows exactly how to cancel — it's easy, and you can even cancel right after joining and still enjoy the trial to its end.

How to cancel Prime

1. Go to **Account** → **Prime** (or “Prime Membership”).
2. Choose **Manage membership**, then **End membership** (the wording shifts, but look for “end,” “cancel,” or “do not renew”).
3. Follow the prompts. Amazon will try to talk you into staying — just keep choosing to cancel until it confirms.
4. You'll get an email confirming. If you cancel a paid membership partway through, you may get a partial refund.

FROM BILL

Found a Prime charge you didn't expect? That's fixable

A surprise Prime charge is one of the most common things people call me about, and it's almost always from a forgotten free trial. It can usually be cancelled and, if it was a genuine mistake, often refunded. Don't be embarrassed — Amazon designs trials to be easy to forget. Call (330) 200-8042 and we'll cancel it and check for a refund together.

CHAPTER 25

Subscribe & Save and Other Repeat Orders

Subscribe & Save is a handy feature for things you buy regularly — vitamins, coffee, paper towels, pet food. You set it to deliver automatically on a schedule, often at a small discount, so you never run out. Useful — as long as you keep it on a leash.

How it works

- On a product page, choose **Subscribe** instead of a one-time buy, and pick how often (every month, every two months, and so on).
- Amazon ships it on that schedule and charges you each time, usually at a few percent off.
- You can **skip** a delivery, change the frequency, or **cancel** any time from **Account** → **Subscribe & Save**.

HEADS UP

Review your subscriptions now and then

The convenience of automatic deliveries is also its risk: it's easy to forget you set one up and end up with more coffee than you can drink. Every few months, pop into **Account** → **Subscribe & Save** and look over what's scheduled. Skip or cancel anything you don't need right now. Keep the helpful ones; prune the rest.

Check your subscriptions and memberships

It's a good habit, once or twice a year, to review everything Amazon is charging you for on a repeat basis: Prime, any Subscribe & Save items, and any add-on subscriptions (a magazine, a Prime Video channel you tried). They all live under **Account** — look for **Memberships & Subscriptions**. Cancel anything you've stopped using. This simple yearly tidy quietly saves real money.

WHAT THIS DOES FOR YOU

Convenience, with you still holding the reins

Automatic reorders and memberships are genuinely useful — they save trips and forgetting. The trick is to enjoy the convenience while staying the one in charge: a quick review now and then ensures every recurring charge is one you actually want. That's not being fussy; that's being the boss of your own money.

CHAPTER 25a

Sharing Prime: Amazon Household

If you pay for Prime, you don't necessarily have to keep its benefits to yourself. **Amazon Household** lets you share Prime's perks with another adult in your home, so one membership covers two people — a tidy way to get more value from the fee.

How sharing works

- One Prime membership can be shared with **one other adult**, who then gets free shipping and other perks on their own account.
- You each keep your **own** account, orders, and recommendations — the benefits are shared, not your private shopping.
- Set it up under **Account** → **Amazon Household**, by inviting the other person.

HEADS UP

Share only with someone you fully trust

Amazon Household links two accounts, and in some setups can share a payment method — so only set it up with a spouse or someone you'd trust with your wallet. Sharing the free shipping is lovely; just be clear on what each person can and can't do before you link, and when unsure, I'm happy to help you set it up safely.

WHAT THIS DOES FOR YOU

One fee, twice the value

For a couple, Household quietly doubles what the Prime fee buys — both of you get fast free shipping on your own orders, from a single membership. If there are two of you under one roof, it's a small bit of setup that makes Prime a noticeably better deal.

CHAPTER 25b

Making the Most of What You Already Pay For

If you do have Prime, it's worth a quick tour of the perks beyond shipping — because many folks pay for it and use only a fraction. You've already paid; you may as well enjoy all of it.

Perks worth trying

Perk	What it gives you
Prime Video	A big library of movies and shows to watch on your TV, tablet, or phone, included.
Prime Music	Ad-free songs and playlists to listen to, included.
Prime Reading	A rotating selection of e-books and magazines to read free.
Prime member deals	Extra discounts marked for members, plus early access to some sales.
Whole Foods perks	Member discounts and free grocery delivery in some areas.

TIP

Try Prime Video one evening — it's already paid for

If you have Prime and have never opened Prime Video, give it a try some evening: open the **Prime Video** app or section, browse the “included with Prime” titles, and pick a film. It's a whole streaming service you're already paying for. (Just remember the “rent/buy” caution from Chapter 18b — stick to titles marked “included.”)

GOOD TO KNOW

Use it fully, or reconsider it honestly

Here's the fair way to think about Prime: if you're enjoying the shipping *and* dipping into the video, music, or reading, it's likely good value. If, after a real try, you find you only ever use the shipping and barely shop, it may not be worth it — and that's fine; you can cancel and still buy anything. Either way, decide from use, not habit.

PART 7

Staying Safe on Amazon

The part to read twice. Amazon impersonation scams, fake sellers and listings, protecting your account, and the handful of rules that keep you untouchable.

CHAPTER 26

Amazon Impersonation Scams

Because almost everyone shops on Amazon, criminals love to **pretend to be Amazon** to trick people — by email, text, and phone call. These impersonation scams are among the most common out there. The good news: they all follow a few patterns, and once you know them, they're easy to see through.

The scams you'll meet most

- **“Your order / a charge needs confirming.”** A message about an order you don't recognize, urging you to call a number or click a link to “cancel” or “confirm.” The shock of a strange charge is the bait.
- **“Your Prime membership is expiring — renew now.”** A fake renewal notice with a link to a page that steals your card and password.
- **“Your account is locked / suspended.”** A scary message pushing you to “verify” your details on a fake sign-in page.
- **“Refund” calls.** Someone phones offering a refund, then asks to “help” on your computer or needs your bank details to “send” the money.
- **Fake customer-service numbers** found by searching the web — you think you're calling Amazon, but it's a scammer.

SCAM ALERT

Amazon's own rules: what it will NEVER do

Burn these in: **Amazon will never** ask for your password, ask you to pay with gift cards, ask for remote access to your computer, demand urgent payment over the phone, or ask you to “verify” your card or Social Security number by phone or email. Any message or caller doing these things is a scammer wearing Amazon's name — no exceptions. Hang up or delete it.

The one habit that defeats all of them

Here is the single rule that beats every Amazon scam: **never act on the message itself.** Don't call its number, don't click its link. Instead, if you're worried there's a real problem, open the **real Amazon app or website yourself** and check **Your Orders** and your account's **Message Center** (where Amazon's genuine messages live). If there's no problem there, the message was a fake. It's that simple, and it never fails.

STAY SAFE

Gift cards are the giveaway

If anyone — claiming to be Amazon, a prize office, a utility, a grandchild in trouble, anyone — asks you to buy **gift cards** and read them the numbers, it is **always** a scam. Gift cards are a scammer's favorite because they're untraceable. No legitimate company or agency is ever paid in gift cards. The moment gift cards come up, stop and call someone you trust.

CHAPTER 27

Fake Sellers, Listings, and Too-Good Deals

Beyond impersonators, a little care within Amazon itself keeps you clear of the rare bad apple among its millions of listings.

Warning signs on a listing

- **A famous product at a shockingly low price** from an unknown seller — often a counterfeit or a bait that never ships.
- **A brand-new seller with no track record** selling something costly.
- **Reviews that don't match the product,** or a flood of identical five-star raves.
- **Pressure to pay or communicate outside Amazon** — a seller asking you to email them or pay another way. Never do this; you lose all of Amazon's protection.

STAY SAFE

Keep every purchase inside Amazon

Amazon's buyer protection only covers you when the whole transaction — payment, messages, everything — stays on Amazon. If a seller ever asks you to pay by other means, email them directly, or “finish the deal off Amazon,” refuse. That request is itself the warning sign. On Amazon, pay on Amazon, always.

When a deal is too good to be true

It bears repeating because scammers rely on excitement: a deal that seems unbelievable usually is. The thrill of a bargain can switch off caution — which is exactly what the scammer wants. When something is priced far below everywhere else, slow down, check the seller and the reviews, and when in doubt, walk away. A missed bargain costs you nothing; a scam can cost plenty.

CHAPTER 28

Protecting Your Account

Your Amazon account holds your address, your order history, and perhaps a saved card. Keeping it locked down is straightforward and worth the few minutes.

The essentials

- **A strong, unique password** — not reused from another site. A memorable phrase works well.
- **Two-step verification** — the big one. After your password, Amazon texts a one-time code to confirm it's you. Even a thief with your password can't get in without your phone. Turn it on in **Account** → **Login & Security**.
- **Sign out on shared computers** — never leave your account open on a library or borrowed machine.
- **Keep your email secure too** — since Amazon password resets go through your email, your email's safety protects your Amazon account as well.

STAY SAFE

Never read a login code aloud to anyone

Those one-time codes Amazon texts you are powerful. If anyone calls, texts, or emails asking you to read back a code that just arrived, **refuse and hang up** — they're trying to break into your account in that moment. Amazon never asks you to share a code with a person. The code is for *you* to type, never to tell.

FROM BILL

Let's lock your account down together — it's quick

Setting up two-step verification and checking your account's security is one of the most worthwhile half-hours we can spend, and it's painless with someone beside you. If you'd like the peace of mind of knowing your Amazon account is properly protected, call (330) 200-8042 and we'll set it up in a few minutes.

CHAPTER 29

Bill's Rules for Shopping Safely

Let's gather the whole of safe shopping into one short, memorable list. Follow these and you can shop online with real confidence.

The short list

- **Type amazon.com yourself** or use the official app — don't trust links in messages.
- **Amazon never** asks for your password, gift-card payment, remote computer access, or card details by phone.
- **Handle orders, returns, and refunds only inside Your Orders** — never through a surprise message.
- **Check the total before the final button,** and know nothing is bought until you press it.
- **Prefer a credit card,** and keep a strong password plus two-step verification.
- **When something feels off — stop and ask.** A trusted person or a phone call clears it up.

WHAT THIS DOES FOR YOU

A few rules, and the whole store is yours safely

None of this is meant to scare you off Amazon — just the opposite. With these handful of habits, the scams lose their grip and the world's biggest store becomes a safe, convenient friend. Caution and confidence go together: knowing the rules is exactly what lets you relax and enjoy the ease of it.

CHAPTER 28a

Your Message Center: Telling Real from Fake

Here is a quiet superpower against every Amazon impersonation scam: the **Message Center**. Amazon keeps a copy of its genuine messages to you *inside* your account. If a message isn't there, Amazon didn't send it — no matter how real the email or text looked.

How to check it

1. Open the **real** Amazon app or go to amazon.com yourself (never through a link in the suspicious message).
2. Go to **Account** → **Your Messages** (or “Message Center”).
3. Compare: if that alarming “order problem” or “account locked” notice is *not* listed here, it's a fake — delete it and relax.

STAY SAFE

When in doubt, go to the source yourself

This is the habit that makes you scam-proof: never trust a message's own links or numbers. Any time something claims to be from Amazon — a charge, a prize, a problem — set it aside, open the real Amazon yourself, and check Your Orders and Your Messages. The truth is always there, and it costs the scammer their whole trick.

What a real Amazon message is — and isn't

Genuine Amazon messages inform you calmly and never demand secrets. They won't ask for your password, won't insist you pay in gift cards, won't need remote access to your computer, and won't threaten you with an urgent deadline. Anything doing those things is a counterfeit, however polished. Calm and informative is real; urgent and demanding is fake.

CHAPTER 28b

Reporting a Scam, and What to Do If Caught

Spotting a scam is good; reporting it helps protect others too, and knowing what to do if one ever gets you is the final piece of real peace of mind.

Reporting a suspicious message

- Amazon has a reporting page — **amazon.com/reportascam** (type it yourself) — where you can flag fake messages and calls.
- You can also forward suspicious emails to Amazon's reporting address listed on that page.
- Then delete the message. Don't reply to it, and don't click anything in it.

If you think a scam got you

1. **Don't panic, and don't be ashamed** — these tricks fool careful people every day.
2. If you gave **card or bank details**, call your bank or card company right away to stop or dispute the charge.
3. If you gave a **password**, change it at once — and on any other account using the same one.
4. If you let someone **onto your computer**, disconnect it from the internet and get it checked — this is a great moment to call me.
5. Report it to Amazon and, for money lost, consider your local authorities or the FTC at reportfraud.ftc.gov.

FROM BILL

Caught out? Call me — fast help limits the damage

If you ever fear you've been scammed, the very best thing you can do is reach out quickly, without embarrassment. The sooner we act — stopping a charge, changing a password, checking a computer — the less harm a scammer can do. I've helped many good, sharp people through exactly this, and there's never any judgment. Call (330) 200-8042 the moment something feels wrong.

WHAT THIS DOES FOR YOU

Knowing the plan takes the fear away

Just having a clear plan for “what if” is itself a comfort. You now know the signs, the one habit that defeats the scams, how to report one, and exactly what to do in the unlikely event one slips through. That knowledge is armor — wear it, and shop with a light heart.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand saves you worry — and a one-page cheat-sheet to keep by your chair.

CHAPTER 30

When to Call Bill

This book is here so you can shop on Amazon confidently on your own. But part of being truly helpful is being honest about when a hand from someone who does this all day will save you time, money, and worry. So here, plainly, is when I'd pick up the phone — and when you probably don't need to.

Good reasons to call

- You think you may have **fallen for a scam** — clicked a bad link, called a fake number, or shared card details. Call right away; quick action limits the harm, and there is zero judgment here.
- You found a **charge you don't recognize**, or a Prime fee you didn't expect.
- You're **setting up your account**, a saved card, or **two-step verification** and want it done right.
- A **return or refund** is confusing you, or seems stuck.
- You'd like to shop for something **important or costly** and want a second set of eyes before you buy.
- Anything that gives you that **“this doesn't feel right”** twinge — trust it, always.

Things you can handle yourself

Searching, reading a product page, filling your cart, checking out carefully, tracking a parcel, finding a receipt, starting a return, and spotting the common scams — these are all yours now. Use this book as your refresher, go at your own pace, and remember that browsing and looking can never cost you a thing.

FROM BILL

How I like to help

I'm Bill, and I've spent 30+ years helping folks feel at home with their technology, right here in Portage County, Ohio. I don't rush, I don't talk down to anyone, and there's no such thing as a silly question at my table. Whether it's a quick phone answer or sitting down together, we'll get it sorted. Call **(330) 200-8042** or book a time at **billshometech.com/book**.

STAY SAFE

If you think you've been scammed, reach out sooner rather than later

If you ever believe you gave card details or money to a scammer, act quickly — call your bank or card company to stop or dispute the charge, change your passwords, and reach out to me or a trusted family member. Prompt action often stops trouble before it grows. You won't be scolded; you'll be helped. These things happen to careful, smart people every single day.

Thank you for letting me help you shop with confidence. You've learned a great deal in these pages — how to find what you need, buy it safely, track it home, send it back, and spot a scam before it spots you. Keep this book handy, be kind to yourself as you practice, and don't be a stranger.

— Bill

CHAPTER 31

Your Amazon Cheat-Sheet

Fold the corner and keep this by your chair. The everyday moves and the safety rules, all in one place.

The everyday moves

To do this	Do this
Find something	Tap the search bar at the top; type what you want.
Hold it to decide	“Add to Cart” — the basket, not a purchase.
Buy it	Cart → Proceed to checkout → check address, payment, total → Place order.
See what's coming	Your Orders → Track package.
Get a receipt	Your Orders → the item → View order details / Invoice.
Return something	Your Orders → Return or replace → pick a reason → drop-off with QR code.
Reorder	Your Orders → Buy again.
Manage Prime	Account → Prime → Manage / End membership.

The safety rules, short and sharp

- Type **amazon.com** yourself or use the official app — don't trust links in messages.
- Amazon **never** asks for your password, gift cards, computer access, or card details by phone.
- Handle orders, returns, and refunds **only inside Your Orders.**
- **Gift cards = scam.** Always.
- Check the **order total** before the final button; nothing's bought until you press it.
- When something feels off — **stop and ask.**

Keep these handy

My details	
My Amazon email	_____
Where my password is kept	_____

My details	
Do I have Prime?	Yes / No (circle one)
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

WHAT THIS DOES FOR YOU

You can shop the whole world now — safely

Look how far you've come. You can find nearly anything, buy it with care, follow it to your door, send it back if it's wrong, and see through the scams that catch others. That's real independence — the store, open any hour, delivering to your chair, with you firmly in charge. Be proud, keep this book close, and enjoy it.

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