

Deliver to Marcy Chicago 60611 All ▾

[EN ▾](#) |
 Hello, Marcy |
 [Account & Lists ▾](#) |
 [Returns & Orders](#) |
 3 |
 [Cart](#)

[All](#) |
[Clinic](#) |
[Coupons](#) |
[Best Sellers](#) |
[Groceries ▾](#) |
[Amazon Basics](#) |
[Gift Cards](#) |
[Buy Again](#) |
[Amazon Home](#) |
[New Year's essentials in store](#)

## Help & Customer Service

[All Help Topics](#)

### Amazon Prime

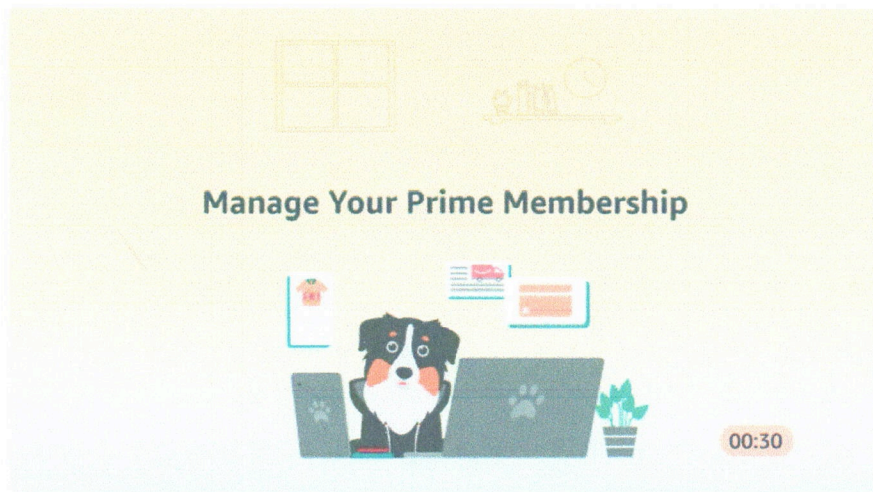
- [Amazon Prime Benefits](#)
- Amazon Prime**
- [Amazon Prime Membership for the Netherlands at Amazon.nl and Amazon.de](#)
- [About Prime Day](#)
- [About Prime Early Access Sale](#)
- [Sign Up for the Amazon Prime Free Trial](#)
- [Share Your Amazon Prime Benefits](#)
- [Pause Your Amazon Prime Membership](#)
- [End Your Amazon Prime Membership](#)
- [The Amazon Prime Membership Fee](#)
- [Change Your Prime or Prime Video Monthly Membership](#)
- [Switch Amazon Prime Membership](#)
- [Use Buy Now with Amazon Prime](#)
- [Using a Promotional Code for Amazon Prime](#)
- [Exchange a Prime Gift Membership](#)
- [Buy a Prime Gift Membership](#)
- [Buy Add-on Items](#)
- [Scan the Amazon Elements Code](#)
- [Subscribe to Amazon Prime via an Approved Partner \(Free, SFR\)](#)
- [Amazon Prime Terms & Conditions](#)
- [Amazon Prime Referral Program Terms and Conditions](#)
- [Electronic Benefits Transfer \(EBT\) Cards](#)

### Find more solutions

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

## Amazon Prime

As an Amazon Prime member, you receive many shipping, shopping, streaming, reading, and other benefits.



## Shipping

The following are some of the benefits of Amazon Prime.

- FREE Two-Day Shipping on eligible items to addresses in the contiguous US and other shipping benefits. For more information, go to [Amazon Prime Shipping Benefits](#).
- FREE Same-Day Delivery in eligible zip codes. For more information, go to [Order with Prime FREE Same-Day Delivery](#).
- FREE Release-Date Delivery on eligible preorder items delivered on their release date to ZIP codes within the continental US. For more information, go to [Release-Date Delivery](#).
- FREE No-Rush Shipping. Select **No-Rush Shipping** and earn rewards for future purchases.
- Amazon Day, where you can choose a weekly delivery day for the items you buy throughout the week.

## Streaming

- Prime Video offers unlimited streaming of movies and TV episodes for paid or free trial members in the US and Puerto Rico. For more information, go to [Prime Video](#).
- With Amazon Channels, you can watch your favorite shows and movies from HBO,

Amazon Incentives Purchase  
Terms for Amazon Prime  
Membership Codes

Amazon Fresh and Whole  
Foods Market Packaging

## Quick solutions



### Your Orders

Track or cancel orders



### Returns & Refunds

Exchange or return  
items



### Manage Prime

Cancel or view  
benefits



### Payment Settings

Add or edit payment  
methods



### Carrier Info

Shipping carrier  
information



### Account Settings

Change email or  
password

SHOWTIME, and STARZ channels. You don't need a cable or additional apps and you can cancel anytime. Amazon Channels costs \$4.99–\$14.99/month for Prime members.

- Amazon Music for Prime Members provides Prime members with access to 100 million songs ad-free, the largest catalogue of ad-free top podcasts, and thousands of playlists and stations - all included with Prime at no additional cost for members in the US and Puerto Rico. For more information, go to [What is Amazon Music for Prime Members?](#)
- Prime members can get discounted Amazon Music Unlimited monthly plans and there are annual plans available exclusively to Prime members. For more information, go to [Amazon Music Unlimited](#).
- Prime Gaming, where you get free games, in-game content, and a free channel subscription on Twitch.tv every month. Some content is from third parties and is subject to their terms; you must link your Prime account to your third-party account. For more information, go to [Prime Gaming](#).

## Shopping

- Whole Foods Market provides exclusive savings for Prime members, and 5% back for eligible Prime members with the Amazon Prime Rewards Visa Card. You can get Two-Hour Delivery in select cities (with more to come). For more information, go to [Prime at Whole Foods Market](#).
- Amazon 4-star and Amazon Books stores: Prime members pay Amazon.com prices on all products in-store. For more information, go to [Amazon 4-star](#) or [Amazon Books](#)
- Amazon Prime Rewards Visa Signature Card; eligible Prime members earn 5% back every day on all Amazon.com purchases, in addition to rewards everywhere else you shop. For more information, go to [Amazon Prime Rewards Visa Signature Card](#).
- Eligible Prime members can get 5% back every day on Amazon.com purchases and access exclusive financing offers with an Amazon Prime Store Card. For more information, go to [Amazon Prime Store Card](#).
- Never run out of your favorite products with [Your Essentials](#).
- Amazon Fresh: Select regions get fast and free grocery delivery on a wide selection of groceries. Items include meat, seafood, produce, snacks, and household essentials. There are options for fast one-hour and two-hour delivery windows in select regions. For more information, go to [Amazon Fresh](#).
- Prime Try Before You Buy: Try before you buy from eligible items across women's, men's, kids', and baby clothing, shoes, and accessories. You get seven days to try-on the items at home and we'll only charge for the items that you decide to keep. For more information, go to [Prime Try Before You Buy](#).
- Personal Shopper by Prime Try Before You Buy: Prime members in select regions can pay an additional monthly membership fee to receive a monthly styling service. For more information, go to [Personal Shopper by Prime Try Before You Buy](#).
- Deals and Discounts, Compliments of Amazon Family: Get up to 20% off diapers, baby food, and more through Subscribe & Save and 15% off eligible products from your baby registry. For more information, go to [Get Up To 20% Off Diapers, Baby Food, and More or Baby Registry Completion Discount](#).
- Prime Early Access: Get 30-minute early access to Lightning Deals on Amazon.com.
- Amazon Elements: Get access to [Amazon Elements](#) products, Amazon's own line of everyday essentials.

## Reading

- Prime Reading: Borrow books, magazines, and more from the Prime Reading catalog. Read them on your Fire tablet, Kindle e-reader, or the Kindle reading apps for iOS and Android. For more information, go to [Prime Reading](#).
- Amazon First Reads: Get early access to download a new book for free every month from the [Amazon First Reads](#) picks. You can also purchase hardcover titles at exclusive prices.

## Other

- Membership Sharing: Two adults living in the same household can create an [Amazon Household](#) to share certain Amazon Prime benefits.
- Amazon Photos: Get secure unlimited photo storage and enhanced search and



organization features in Amazon Drive for you and the members of your Family Vault with [Amazon Photos](#).

## Prime Supplemental Membership

- Amazon Channels: Watch your favorite shows and movies from HBO, SHOWTIME, and STARZ channels. No cable is required, there are no additional apps to download, and you cancel anytime. The cost is \$4.99–\$14.99 per month for Prime members.
- Grubhub + Membership: Redeem a free one-year Grubhub+ membership by visiting [amazon.com/grubhub](https://amazon.com/grubhub). Grubhub+ includes unlimited \$0 delivery fees on orders over \$12 as well as exclusive perks and rewards like free food and order discounts.

### Note:

- Amazon Prime isn't available for customers who purchase products for the purpose of resale. You can't use Amazon Prime to ship products to your customers or potential customers.
- We may change these benefits occasionally as outlined in the [Amazon Prime Terms & Conditions](#).
- Some items aren't available for Two-Day Shipping due to special shipping characteristics. Instead, we'll use free standard shipping, and deliver in four to five business days.
- Your Prime Membership may be subject to [sales tax](#) in some states.
- Customers who are guests of another membership are ineligible for the following benefits unless they are eligible through their Amazon Household: membership sharing, Prime Video, Amazon Music for Prime Members, and Amazon Family discounts. Customers who are guests of another membership aren't eligible for Amazon Photos.
- Prime members with certain discounted monthly Prime offers can't share their Prime benefits.

Was this information helpful?

Yes No

[Back to top](#)

### Get to Know Us

- Careers
- Amazon Newsletter
- About Amazon
- Accessibility
- Sustainability
- Press Center
- Investor Relations
- Amazon Devices
- Amazon Science

### Make Money with Us

- Sell products on Amazon
- Sell apps on Amazon
- Supply to Amazon
- Protect & Build Your Brand
- Become an Affiliate
- Become a Delivery Driver
- Start a package delivery business
- Advertise Your Products
- Self-Publish with Us
- Host an Amazon Hub
- > See More Ways to

### Amazon Payment Products

- Amazon Rewards Visa Signature Cards
- Amazon Store Card
- Amazon Secured Card
- Amazon Business Card
- Shop with Points
- Credit Card Marketplace
- Reload Your Balance
- Amazon Currency Converter

### Let Us Help You

- Amazon and COVID-19
- Your Account
- Your Orders
- Shipping Rates & Policies
- Amazon Prime
- Returns & Replacements
- Manage Your Content and Devices
- Your Recalls and Product Safety Alerts
- Amazon Assistant
- Help

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All

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Account & Lists

Returns  
& Orders

3

Cart

All Clinic Coupons Best Sellers Groceries Amazon Basics Gift Cards Buy Again Amazon Home New Year's essentials in store

## Help & Customer Service

All Help Topics

### Shopping on the Amazon Shopping App

Cancel an Order in the Amazon Shopping App

Logging Out of a Lost Device

Order with Your Essentials

Cancel a Your Essentials Order

Manage Your Essentials

Add Your Essentials

### Your Essentials

### Find more solutions

Ordering > Shopping on the Amazon Shopping App >

## Your Essentials

Each Your Essentials card maps to a specific product you choose. Return to the **Your Essentials** page and reorder your household staples when you want without having to search for that item again.

Virtual Dash Buttons are now Your Essentials. We turned your list of buttons into Your Essentials cards. You can keep adding or deleting items from this collection. We'll no longer add items to your list as we did with Virtual Dash Buttons.

Go to [Your Essentials](#) from the **Accounts & Lists** menu on the Amazon store or through the navigation menu on the Amazon mobile app. The **View Your Essentials** link is also on the product detail page of items you added to your collection.

Was this information helpful?

Yes

No

### Quick solutions



Your Orders  
Track or cancel orders



Returns & Refunds  
Exchange or return items



Manage Prime  
Cancel or view benefits



Payment Settings  
Add or edit payment methods



Carrier Info  
Shipping carrier information



Account Settings  
Change email or password

Back to top

Get to Know Us

Careers

Amazon

Make Money with Us

Sell products on Amazon

Amazon Payment Products

Amazon Rewards Visa Signature Cards

Let Us Help You

Amazon and COVID-19

Your Account



Deliver to Marcy  
Chicago 60611

All

EN

Hello, Marcy  
Account & Lists

Returns  
& Orders

3

Cart

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## Help & Customer Service

All Help Topics

### Amazon Prime Benefits

Amazon Prime Shipping Benefits - Eligible Items & Addresses

Amazon Prime Shipping Benefits

Amazon Day Delivery

Order with Prime FREE Same-Day Delivery

What to Do with Disposable Packaging

Linking Your Amazon and Twitch Accounts

Am I Eligible for Prime Gaming?

What Prime Benefits can Adult Household Members Share?

Prime Try Before You Buy

Return Prime Try Before You Buy Items

Request a Styling with Personal Shopper by Prime Try Before You Buy

### Personal Shopper by Prime Try Before You Buy

Prime Wardrobe Terms and Conditions

Amazon Photos Prints

Manage Amazon Photos Prints Projects

Reorder Your Amazon Photos Prints Orders

Cancel Your Amazon Photos Prints Orders

Order Amazon Photos Prints

Sign Up for Prime Access

How to Resolve an Issue with a Buy with Prime Order

### Find more solutions

[Shipping and Delivery](#) > [Amazon Prime](#) > [Amazon Prime Benefits](#) >

## Personal Shopper by Prime Try Before You Buy

Personal Shopper by Prime Try Before You Buy is a styling service for Prime members.

Our stylists select items that suit you and your budget. You choose which of these items to ship in your Prime Try Before You Buy order.

You can get styled every 1, 2, or 3 months.

This service is currently accessible via the Amazon Shopping app.

To sign up for this service, go to the Personal Shopper program page or search for "Personal Shopper" in the Amazon Shopping app.

Personal Shopper by Prime Try Before You Buy costs \$4.99 per styling. The service is charged every one, two, or three months, depending on the styling frequency you choose.

Unless you cancel before your next billing cycle, we'll renew your membership automatically. Visit [Your Memberships & Subscriptions](#) to cancel at anytime.

To learn more about how Personal Shopper by Prime Try Before You Buy works, see our [FAQs](#).

For more information, see [Prime Try Before You Buy](#).

Was this information helpful?

Yes

No

### Quick solutions

Amazon Associates  
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Get Link:

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Native Shopping Ads (New)

Custom

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Account & Lists ▾Returns  
& Orders

3

Cart

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## Help & Customer Service

[All Help Topics](#)

### Amazon Prime Benefits

[Amazon Prime Shipping Benefits - Eligible Items & Addresses](#)[Amazon Prime Shipping Benefits](#)[Amazon Day Delivery Order with Prime FREE Same-Day Delivery](#)[What to Do with Disposable Packaging](#)[Linking Your Amazon and Twitch Accounts](#)[Am I Eligible for Prime Gaming?](#)[What Prime Benefits can Adult Household Members Share?](#)

### Prime Try Before You Buy

[Return Prime Try Before You Buy Items](#)[Request a Styling with Personal Shopper by Prime Try Before You Buy](#)[Personal Shopper by Prime Try Before You Buy](#)[Prime Wardrobe Terms and Conditions](#)[Amazon Photos Prints](#)[Manage Amazon Photos Prints Projects](#)[Reorder Your Amazon Photos Prints Orders](#)[Cancel Your Amazon Photos Prints Orders](#)[Order Amazon Photos Prints](#)[Sign Up for Prime Access](#)[How to Resolve an Issue with a Buy with Prime Order](#)

### Find more solutions

[Shipping and Delivery](#) > [Amazon Prime](#) > [Amazon Prime Benefits](#) >

## Prime Try Before You Buy

Prime Try Before You Buy is a Prime-exclusive program where you can try eligible items from women's, men's, kids', and baby clothing, shoes, and accessories before you buy them. You have seven days to try the items at home and we'll only charge for the items you keep.

To order items from Prime Try Before You Buy:

1. Add Prime Try Before You Buy items to your Prime Try Before You Buy Cart. Add at least one item with the **Prime Try Before You Buy** icon.
2. Place your Prime Try Before You Buy order. Checkout is different to the checkout for other items on Amazon.com, but the process is similar.
3. Wait for your items. The order arrives in four to six business days. The 7-Day Trial Period begins when the last item in your order arrives.
4. Try out your items.
5. Check out and let us know what you're keeping. Go to the order in [Your Orders](#) during the 7-Day Trial Period and mark what you're keeping and returning. At the end of your Prime Try Before You Buy 7-Day Trial Period, we'll charge you for the full value of your order if you haven't completed checkout by 11:59 pm local time.
6. Return what you don't want. We recommend returning items you don't intend to keep within 7 days upon the end of the 7-Day Trial Period.
7. Wait for your return confirmation. Prime Try Before You Buy will email to notify you when all your return items have been received. If you'd like to track the process of your return package, go to [Your Orders](#).

Prime Try Before You Buy is available for Amazon Prime members (Amazon Prime paid and 30-day trial memberships, Amazon.com Discounted Monthly memberships, and Amazon Prime Student paid and six-month trial memberships), and members of their Amazon Household.

Prime Try Before You Buy only accepts credit cards with expiration dates at least 90 days in the future.

#### Note:

- Debit cards, prepaid cards, and gift cards aren't accepted.
- You can only checkout once. If you change your mind, do one of the following:
  - If you selected to keep an item but want to return it, request a return in the [Returns Center](#).
  - If you selected to return an item but want to keep it, keep the item. We'll charge you when we don't receive it.
- Members with Prime Video-only subscriptions, and invited guests who receive only shipping benefits from another Prime member, don't have access to Prime Try Before You

### Quick solutions



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All

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Hello, Marcy  
Account & Lists

Returns  
& Orders

3

Cart

All Clinic Coupons Best Sellers Groceries Amazon Basics Gift Cards Buy Again Amazon Home Get care from Amazon Clinic

## Help & Customer Service

< All Help Topics

### Amazon Household

#### What Is Amazon Household?

Create Your Amazon Household

Add an Adult to an Amazon Household

Add a Teen to an Existing Amazon Household

Add a Child to an Existing Amazon Household

Why Can't I Join an Amazon Household?

Leave an Amazon Household

Remove an Adult from Your Amazon Household

Remove a Teen Login from an Amazon Household

### Find more solutions

[Managing Your Account](#) > [Amazon Household](#) >

## What Is Amazon Household?

Amazon Household allows you to share Amazon benefits with another adult, teens, and children.

Both adults share select Prime benefits, digital content using Family Library, and can manage the profiles of teens and children in the Amazon Household. Teens in the Amazon Household can also share select Prime benefits. An Amazon Household can contain the following members:

- Up to two adults (aged 18 and over), each with their own Amazon account.
- Up to four teens (ages 13 through 17). Teens can have their own Amazon login to shop or stream content while still keeping their parents informed.
- Up to four children (children can't shop on Amazon).

To create or manage your Amazon Household, please visit [Manage Your Household](#).

## Sharing Amazon Prime Benefits

To share Prime benefits and digital content between adults, both adults must link their accounts through Amazon Household and agree to share payment methods. Both adults will keep their own personal account while sharing Prime benefits. To share Prime benefits with your teen, add the teen to your Amazon Household. For more information, go to [Add a Teen to an Existing Amazon Household](#). Visit [Amazon Household](#) for a full list of all Prime benefits that can be shared.

Prime can't be shared with children. Prime Student members (trial or paid), Prime Video members (trial or paid), and customers who receive shipping benefits from another member can't share their Prime benefits.

## Digital Content

You can link two adult Amazon accounts to share eBooks, audiobooks, apps, and games.

Adults can share digital content (Free Prime Video, Amazon Music, Twitch Prime), with Teens in their Amazon Household and can set the viewing restricts for the shared digital content

Adults can share digital content (eBooks, apps, and games) with children. They can control and personalize each child's experience by selecting what content they can see, and setting educational goals and time limits.

Content from household member accounts is also shared on compatible Alexa devices. Please see [How Do Household Profiles Work on Alexa Devices?](#) for more information.

### Quick solutions



Your Orders  
Track or cancel orders



Returns & Refunds  
Exchange or return items



Manage Prime  
Cancel or view benefits



Payment Settings  
Add or edit payment methods



Carrier Info  
Shipping carrier information



Account Settings  
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SiteStripe

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Hello, Marcy  
Account & Lists

Returns  
& Orders

3

Cart

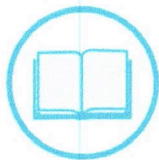
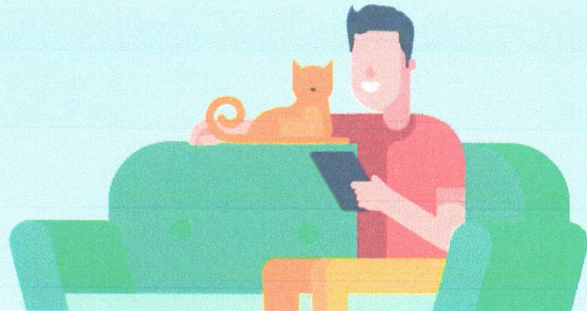
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### Unlimited Reading

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Prime members can now read as much as they want from over a thousand books, magazines, comics, Kindle Singles and more. With fiction, non-fiction, children's books, short works, and magazines right off the newsstand, you'll always find something to read. Prime Reading includes books with Audible Narration, so Prime members can switch seamlessly between reading and listening without ever losing their place.



### Any Device

Read anytime, anywhere

You don't need a Kindle device to enjoy Prime Reading. With our free Kindle apps for iOS and Android, you can read on any device as well as on any Kindle or Fire tablet. Download the Kindle app, and read anytime, anywhere.

Back to top

#### Get to Know Us

- Careers
- Amazon Newsletter
- About Amazon
- Accessibility
- Sustainability
- Press Center
- Investor Relations
- Amazon Devices
- Amazon Science

#### Make Money with Us

- Sell products on Amazon
- Sell apps on Amazon
- Supply to Amazon
- Protect & Build Your Brand
- Become an Affiliate
- Become a Delivery Driver
- Start a package delivery business

#### Amazon Payment Products

- Amazon Rewards Visa Signature Cards
- Amazon Store Card
- Amazon Secured Card
- Amazon Business Card
- Shop with Points
- Credit Card Marketplace
- Reload Your Balance
- Amazon Currency Converter

#### Let Us Help You

- Amazon and COVID-19
- Your Account
- Your Orders
- Shipping Rates & Policies
- Amazon Prime
- Returns & Replacements
- Manage Your Content and Devices



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EN ▾ Hello, Marcy Account & Lists ▾ Returns & Orders **3** Cart

[All](#)
[Clinic](#)
[Coupons](#)
[Best Sellers](#)
[Groceries ▾](#)
[Amazon Basics](#)
[Gift Cards](#)
[Buy Again](#)
[Amazon Home](#)
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## Help & Customer Service

[All Help Topics](#)

### Popular Topics

- Cancel Amazon Music Unlimited Subscription
- What Are the Differences Between the Amazon Music Subscriptions?
- What is Amazon Music Unlimited?
- What is Amazon Music for Prime Members?**
- What Is HD and Ultra HD Audio?
- What is Spatial Audio?

### Quick solutions

- Prime Video**  
Manage preferences & settings
- Apps & Devices**  
Install or remove apps
- Digital Purchases**  
View purchased books & apps
- Manage Your Music**  
Manage your music & playlists
- Digital Services and Device Support**  
Device user guides & troubleshooting
- Your Amazon Drive**  
Sync photos & files
- Digital & Device Forum**  
Ask the community

[Contact Us](#)

### Find more solutions

[Digital Services & Content](#) > [Amazon Music](#) > [Popular Topics](#) >

## What is Amazon Music for Prime Members?

Amazon Music provides Prime members with access to 100 million songs ad-free, the largest catalog of ad-free top podcasts, and thousands of playlists and Stations, included with Prime at no additional cost.

Need to cancel your Amazon Music Unlimited subscription?

[Go to Your Amazon Music Settings.](#)

Prime members can shuffle play any artist, album, or playlist from our expanded music catalog and discover new music based on your likes.

Prime members can pick and play songs from a curated selection of All-Access Playlists, on-demand with no skip limits, or download them to listen offline.

Offline listening is only available for All-Access Playlists.

The improved Prime member benefits for Amazon Music are available on the Amazon Music web player, mobile and desktop app, and Echo\* and devices.

\* All-Access Playlists requested on Echo devices play in shuffle mode.

**Note:**

On Fire TV, you can only listen to music. There are no podcasts available.

On Fire Tablet, you do not have a full music catalog or ad-free podcasts availability.

Eligible Prime memberships include:

- Amazon Prime membership
- 30-day Amazon Prime free trials
- Amazon Prime Student memberships

For more information on Amazon Prime, go to [Amazon Prime](#).

To compare feature support by subscription plan, go to [What Are the Differences Between the Amazon Music Subscriptions?](#)

[Amazon Music forum](#)

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Returns  
& Orders

3

Cart

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## Help & Customer Service

◀ All Help Topics

### Amazon Prime Benefits

Amazon Prime Shipping Benefits - Eligible Items & Addresses

Amazon Prime Shipping Benefits

Amazon Day Delivery Order with Prime FREE Same-Day Delivery

What to Do with Disposable Packaging

Linking Your Amazon and Twitch Accounts

Am I Eligible for Prime Gaming?

What Prime Benefits can Adult Household Members Share?

Prime Try Before You Buy

Return Prime Try Before You Buy Items

Request a Styling with Personal Shopper by Prime Try Before You Buy

Personal Shopper by Prime Try Before You Buy

Prime Wardrobe Terms and Conditions

Amazon Photos Prints

Manage Amazon Photos Prints Projects

Reorder Your Amazon Photos Prints Orders

Cancel Your Amazon Photos Prints Orders

Order Amazon Photos Prints

Sign Up for Prime Access

How to Resolve an Issue with a Buy with Prime Order

### Quick solutions

### Find more solutions

[Shipping and Delivery](#) > [Amazon Prime](#) > [Amazon Prime Benefits](#) >

## Amazon Prime Shipping Benefits

Your Amazon Prime membership includes a variety of shipping benefits, including several shipping options if you need to expedite your delivery.

### Addresses in the contiguous US

| Shipping speed                              | Amazon Prime member price  |
|---|--|
| One-Day Shipping                            | Free   |
| Two-Day Shipping                            | Free   |
| Same-Day Delivery                           | Free on qualifying orders over \$25 in certain cities or \$2.99 per order. See <a href="#">Order with Prime FREE Same-Day Delivery</a> . |
| Saturday Shipping                           | Price varies by item size and weight, as low as \$7.99 per item.   |
| Amazon Day Delivery                         | Free   |
| No-Rush Shipping                            | Free   |
| Standard Shipping (4–5 business days)       | Free   |
| Release-Date Delivery (on qualifying items) | Free   |

### Addresses in Alaska, Hawaii, and Puerto Rico

| Shipping speed                         | Amazon Prime member price   |
|--|---|
| Standard Shipping (3–7 business days)  | Free  |
| Expedited Shipping (2–5 business days) | Price varies by item size and weight, as low as \$5.99 per item.  |
| Priority Shipping (1–4 business days)  | Price varies by item size and weight, as low as \$11.99 per item. |

**Note:** Expedited Shipping isn't currently available for Puerto Rico.



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EN ▾

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Account & Lists ▾Returns  
& Orders

3

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## Help & Customer Service

[All Help Topics](#)

### Amazon Prime Benefits

Amazon Prime Shipping  
Benefits - Eligible Items &  
AddressesAmazon Prime Shipping  
Benefits

Amazon Day Delivery

**Order with Prime FREE  
Same-Day Delivery**What to Do with Disposable  
PackagingLinking Your Amazon and  
Twitch AccountsAm I Eligible for Prime  
Gaming?What Prime Benefits can  
Adult Household Members  
Share?

Prime Try Before You Buy

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Try Before You BuyPersonal Shopper by Prime  
Try Before You BuyPrime Wardrobe Terms and  
Conditions

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Prints ProjectsReorder Your Amazon  
Photos Prints OrdersCancel Your Amazon Photos  
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Order Amazon Photos Prints

Sign Up for Prime Access

How to Resolve an Issue  
with a Buy with Prime  
Order

### Find more solutions

[Shipping and Delivery](#) > [Amazon Prime](#) > [Amazon Prime Benefits](#) >

## Order with Prime FREE Same-Day Delivery

Amazon Prime members shipping to select metro areas across the US can choose to receive FREE Same-Day Delivery on a broad selection of items.

To qualify for Prime FREE Same-Day Delivery Prime members can:

- Place orders before the Same-Day Delivery order cutoff time. The "order within" countdown timer provides the window of time in which you must place the order to receive your delivery by the date shown. That delivery date may become unavailable during that time due to changes in inventory or delivery capacity before you place your order. We'll include your confirmed delivery date in your order confirmation email.
- Select Same-Day at checkout and shipping to a residential address within an [eligible ZIP Code](#).
- Select an eligible destination with at least the stated minimum threshold of eligible items to qualify for Prime FREE Same-Day Delivery.

To find items and place orders with FREE Same-Day Delivery:

- Sign in to [Your Account](#).
- Set or update your default shipping address in [Your Addresses](#). This address must be residential and within an [eligible ZIP Code](#) for Prime FREE Same-Day delivery.
- Place Same-Day-eligible products in your shopping cart to count towards the minimum threshold. We'll show the shipping discount and delivery time in your **Order Summary**.

#### Note:

- Same-Day Delivery is available seven days a week most days of the year, with limited availability on certain holidays and high-volume shopping days, including Black Friday and Prime Day. Same-Day delivery isn't available on Thanksgiving Day, Christmas Day, or New Year's Day.
- Only residential addresses are eligible for Same-Day Delivery. Commercial addresses, P.O. Boxes, APO, FPO, and DPO addresses aren't eligible.
- To order qualifying items over the minimum threshold via 1-Click on the product detail page, select **Today Free** and select **Buy now with 1-Click**.
- You can pay for Same-Day Delivery if your order is under the minimum threshold, or you're not a Prime member. For more information, go to [Same-Day Delivery Rates](#).
- In some cases, if you choose a higher quantity for an item, it will be ineligible for Same-Day Delivery because multiple units aren't available locally. In this case, we'll only show the normal Prime shipping options.

Was this information helpful?

### Quick solutions