Amazon.com

Online Service Amazon.com, Inc.; Corporation Service Company
Online Attn Attn: Legal Department – Subpoena
Address MC-CSC1, 300 Deschutes Way SW, Suite 208
City Tumwater
State WA
Zip Code 98501

Notes 07-27-2020: Amazon now has a LE Portal for the submission of legal process FROM LE ONLY! Set up an account via: https://ler.amazon.com/

For additional information regarding Amazon guidelines for law enforcement requests, please see our website here:

https://d0.awsstatic.com/certifications/Amzn_LawEnforcement_Guidelines.pdf

or request a copy from the SEARCH ISP List webpage(below).

In response to the COVID-19 outbreak, Amazon.com and Amazon Web Services ("Amazon") will accept legal process electronically via our registered agent, Corporation Service Company ("CSC"). In order to respond to your legal process (subpoena, search warrant, etc.) in a timely manner, please send it to the email address, sop@cscglobal.com, which must include the following information in the body of the email:

- Full name of entity being served
- Physical address where document were supposed to be served
- Contact information of the serving party
- Individual name
- Company/ Agency
- Phone
- Email

If possible, please provide all relevant Amazon identifiers such as registered name(s), email address(es), billing/shipping address(es), and full payment method(s) such as credit/ debit card.

Please note, we are transmitting all responses electronically. If you require a mailed copy, please let us know; however, expect a delay of up to two weeks.

After Legal Service, as listed above, law enforcement inquiries as to the status of their service can be emailed to:

subpoena-criminal@amazon.com

“IMPORTANT: Pursuant to Amazon TOS and/or contracts signed for Amazon Web Services by its subscribers (depending on type of customer, e.g., a web services account using IP access or web hosting from Amazon servers), Amazon.com, Inc. can, may, and sometimes will disclose the existence of a subpoena or court order to the target accountholder. A non-disclosure order is recommended to prevent disclosure in those instances.”

Last Updated NOV 2020

Amazon Law Enforcement Guidelines

These guidelines are intended for use by law enforcement when seeking information from Amazon.com and Amazon Web Services ("Amazon").

Required Legal Process

Amazon will not release customer information without a valid and binding legal demand properly served on us. Amazon objects to overbroad or otherwise inappropriate demands as a matter of course.

Amazon distinguishes between content and non-content information. We produce non-content information only in response to valid and binding subpoenas. We do not produce content information in response to subpoenas. We may produce non-content and content information in response to valid and binding search warrants.

"Non-content" information means subscriber information such as name, address, email address, billing information, date of account creation, and certain purchase history and service usage information.

"Content" information means the content of data files stored in a customer's account.

Method of Service

Amazon does not accept service of subpoenas, search warrants, or other legal process except through Amazon's law enforcement request system. An individual account can be created here. Legal process must be served by uploading the appropriate documentation through the system.

Requests from Non-U.S. Law Enforcement

A non-U.S. law-enforcement agency seeking to obtain data from Amazon must work through the available legal and diplomatic channels in its jurisdiction, including through bi-lateral or multi-lateral legal assistance treaties ("MLATs") or letters rogatory processes. Such international requests may be made to the U.S. Department of Justice Office of International Affairs.

Other Information

Preservation. Upon receipt of a lawful and binding request, Amazon will preserve requested information for up to 90 days.

Notification. Unless it is prohibited from doing so or has clear indication of illegal conduct in connection with the use of Amazon products or services, Amazon notifies customers before disclosing content information.

Emergencies. Amazon reserves the right to respond immediately to urgent law enforcement requests for information in cases involving a threat to public safety or risk of harm to any person. These requests must be submitted through Amazon's law enforcement request system, by selecting the emergency request button. During the emergency, the system will grant law enforcement temporary account access.

Amazon Devices. Amazon will assist law enforcement to return lost or stolen Amazon devices to their rightful owners. Law enforcement agencies should provide Amazon with the serial number of the device, in which case Amazon will attempt to contact the rightful owner directly and provide law enforcement contact information.

Fraudulent and Other Unauthorized Conduct. Amazon reserves the right to assist law enforcement agencies in their investigation of fraudulent and other unauthorized conduct, such as fraudulent use of a payment instrument or a stolen credit card, including by providing certain non-content information without a subpoena.

Reimbursement. Amazon may seek reimbursement for costs associated with responding to law enforcement requests for information, particularly if the costs incurred are the result of responding to burdensome or unique requests.