



How to shop on Amazon?

Part 2

Rakhi Jain
Volunteer
Age UK Richmond



Agenda



Account



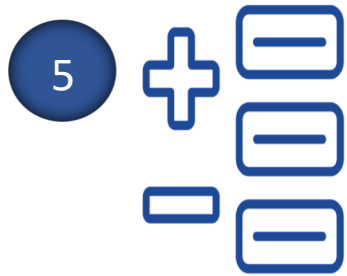
How to choose & buy?



Delivery



Check out



Prime account



Customer service



Ques. & Ans.

Delivery



amazon.co.uk WELCOME ADDRESS ITEMS WRAP DISPATCH PAY CONFIRM

Select a delivery address

Enter the name and address you'd like your order to be delivered to. Please indicate also whether you want to use this address as your default. Or, if you're sending items to more than one address, click the "Add another address" button to add a new one.

Add a new address

Country/Region
United Kingdom

Full name (First and Last name)
Workshop

Phone number
Your 10- or 9-digit phone number to get in touch, if required

May be used to assist delivery

Postcode
Enter your area postcode

Address line 1 (or Company name)
Start typing your address to get suggestions

Address line 2 (optional)

Town/City

County

Your invoice address is the same as the delivery address entered. When finished, click the "Continue" button to enter additional addresses.

Search for an Amazon Pickup Location near you

FREE Click and Collect to one of thousands of locations across mainland UK. Search for your nearest Amazon Pickup Location to get started.
[Learn more](#)

Search for: All Amazon Pickup Locations

☒ **Search by address:**
e.g.: 372 Strand, London

☐ **Search by postcode:**
e.g.: WC2R OKJ

☐ **Search by landmark:**
e.g.: Madame Tussauds

☐ **Search by Locker or Store name:**
e.g.: Styx



Complete the
information

Complete the
information



Add delivery instructions (optional)

Do we need additional instructions to find this address?
Provide details such as building description, a nearby landmark, or other navigation instructions

Do we need a security code or a call box number to access this building?
1234

Weekend delivery
▶ [On which days can you receive packages?](#)

☐ Use as my default address.

Select a delivery address

Enter the name and address you'd like your order to be delivered to. Please indicate also whether your invoice address is the same as the delivery address entered. When finished, click the "Continue" button. Or, if you're sending items to more than one address, click the "Add another address" button to enter additional addresses.

Verify your address

There is a problem with the address provided – we have marked our suggestions in red below. Please choose or edit which version of the address you want to use.

☐ **Original address:**
Workshop, [redacted], United Kingdom

☒ **Suggested address:**
Workshop, [redacted] United Kingdom

[Edit this address](#)

[Save address](#)

Search for an Amazon Pickup Location near you

FREE Click and Collect to one of thousands of locations across mainland UK. Search for your nearest Amazon Pickup Location to get started.

[Learn more](#)

Search for:

All Amazon Pickup Locations

☒ **Search by address:**

e.g.: 372 Strand, London

☐ **Search by postcode:**

e.g.: WC2R OKJ

☐ **Search by landmark:**

e.g.: Madame Tussauds

☐ **Search by Locker or Store name:**

e.g.: Styx

[Search](#)

Delivery



Delivery


WELCOME ADDRESS ITEMS WRAP DISPATCH PAY CONFIRM

Choose your delivery options

Continue

Delivery 1 of 1

Dispatched by Amazon EU Sàrl [\(Learn more\)](#)

Dispatching to: Workshop, 
Kingdom

- **Plantworks Ltd Empathy RHS Endorsed 500g Bulb Starter with Rootgrow**
£5.99 - Quantity: 1
Sold by: Amazon EU S.a.r.L.
- **Your Supplements - Magnesium Glycinate - Pack of 120 Capsules**
£14.99 (£0.12 / count) - Quantity: 1
Sold by: JGSupplements

[Change quantities or delete](#)

FREE Click and Collect is available


[Choose from 20 Amazon Pickup Locations near you.](#)

Choose a delivery option:



FREE Premium Delivery on This Order:

Get fast, free delivery on this order by selecting "FREE Premium Delivery with a free trial of Amazon Prime" below.

- ☐ FREE Premium Delivery with Prime
Fast, FREE Delivery  : get it tomorrow, Feb. 3
- ☐ FREE Standard Delivery : get it by Friday, Feb. 5
- ☒ £4.99 Premium Delivery : get it tomorrow, Feb. 3
- ☐ £5.99 Fastest Delivery : get it Tomorrow by 1PM

Continue

BE CAREFUL HERE- PRIME OR NOT. DEFAULT SELECTION IS PRIME

Checkout- Card details



Check out

smile.amazon.co.uk

WELCOME ADDRESS ITEMS WRAP DISPATCH **PAY** CONFIRM

Select a payment method

[Learn more](#)

Workshop, Pre-Approval with a YES or NO in **60 seconds** for Ocean Credit Card get up to **£1,500 credit**.



Enter how you'd like to pay below, and we'll save it as an option.

Continue

You can review this order before it's final.

Add a Payment Method

Credit or debit cards

Amazon accepts major credit and debit cards.



Add a credit or debit card



Gift Cards & Promotional Codes

► [Enter a gift card, gift voucher or promotional code](#)



Continue

You can review this order before it's final.

Checkout



smile **amazon**.co.uk

WELCOME

ADDRESS

ITEMS

WRAP

DISPATCH



PAY

CONFIRM

Select a payment method

[Learn more](#)

Workshop, Pre-Approval with a YES or NO in **60 seconds** for Ocean Credit Card get up to **£1,500 credit**.

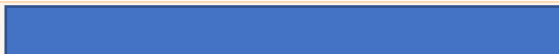
Your credit cards

Name on card

Expiry date



American Express ending



02/2024

[Continue](#)

You can review this order before it's final.

More payment options

Credit or debit cards

Amazon accepts major credit and debit cards.



[Add a credit or debit card](#)

[Continue](#)

You can review this order before it's final.

Gift Cards & Promotional Codes

► [Enter a gift card, gift voucher or promotional code](#)



Checkout- Billing address



Check out



Choose a billing address

Please select an invoice address from your address book (below) or enter a new invoice address. Don't worry, you'll only need to do this order, we'll refer to your account only by the name you provide below.

Workshop



United Kingdom

Use this Address

Add a new address

Country/Region

United Kingdom

Full name (First and Last name)

Workshop

Phone number

Your 10- or 9-digit phone number to get in touch, if required

May be used to assist delivery

Postcode

Enter your area postcode

Address line 1 (or Company name)

Start typing your address to get suggestions

Address line 2 (optional)

Workshop, we're giving you 30 days of Amazon Prime for ~~£7.99~~ FREE

Starting with this order

Get fast free
delivery on
this order

Amazon Prime includes:

- ✓ FREE Premium Delivery on millions of items
- ✓ Unlimited deliveries with no minimum order size
- ✓ Share your delivery benefits with one other adult



	amazon prime
Standard Delivery	FREE
Premium Delivery	FREE
Same-Day Delivery <small>(in select residential postcodes) Details</small>	FREE

[Order without Prime. Decline free Premium Delivery.](#)

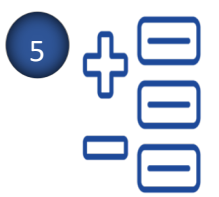
Order Now with Prime

Continue with FREE Premium Delivery
Pay later

By signing up, you acknowledge that you have read and agree to the [Amazon Prime Terms and Conditions](#) and authorise us to charge your credit card (American Express ****-1002) or another available credit card on file after your 30-day free trial. [Learn more](#) about other payment options. **Your Amazon Prime membership continues until cancelled. If you do not wish to continue for £7.99/month, you may cancel anytime by visiting 'Your Account' and selecting 'Do not continue' in your membership settings.** If you cancel your Prime membership during your free trial, you will not be charged.

PRIME
BE CAREFUL.
VERY EASY TO
ACTIVATE
SUBSCRIPTION

Checkout without prime



Prime account

smile.amazon.co.uk WELCOME ADDRESS ITEMS WRAP DISPATCH PAY CONFIRM

Review your order

Delivery address [Change](#)
Workshop

Payment method [Change](#)
ending in

Gift cards & promotional codes
Enter Code [Apply](#)

Invoice address [Change](#)
Same as delivery address

[Add delivery instructions](#)
Deliver to multiple addresses

[Or choose an Amazon Pickup](#)
Location for FREE Click and Collect
20 locations near this address

Order Summary

Items:	£20.98
Postage & Packing:	£4.49
Total:	£25.47
Promotion Applied:	-£4.49

Order Total: £20.98
Order totals include VAT. [See details.](#)

Promotions applied:
• Free Standard

Supporting: Age UK Richmond Upon Thames
[How are delivery costs calculated?](#)
[Why didn't I qualify for FREE Delivery?](#)

prime Workshop, we are giving you a FREE 30-day trial of Prime, Workshop, get fast, free delivery on this order by selecting "Premium Delivery with a free trial of Amazon Prime" below.
» [Try Prime FREE](#)


Guaranteed delivery: 5 Feb. 2021 If you order in the next 6 hours and 23 minutes. [Details](#)

Plantworks Ltd Empathy RHS Endorsed 500g Bulb Starter with Rootgrow
£5.99
Amazon Prime eligible [Join now](#)
Quantity: 1 [Change](#)
Sold by: Amazon EU S.a.r.l.
[Add gift options](#)

Choose a delivery option:

- ☐ FREE Premium Delivery with a free trial of **amazon prime** : get it tomorrow, Feb. 3
- ☒ FREE Standard Delivery : get it by Friday, Feb. 5
- ☐ £4.99 Premium Delivery : get it tomorrow, Feb. 3
- ☐ £5.99 Fastest Delivery : get it Tomorrow by 1PM

Your Supplements - Magnesium Glycinate - Pack of 120 Capsules
£14.99 (£0.12 / count)
Amazon Prime eligible [Join now](#)
Quantity: 1 [Change](#)
Sold by: JGSupplements
[Add gift options](#)

- 
- ✓ Check postage/delivery charge.
 - ✓ Check delivery date
 - ✓ Check type of delivery

Checkout with prime- review

smile amazon.co.uk

WELCOME ADDRESS ITEMS WRAP DISPATCH PAY CONFIRM

Review your order

Delivery address [Change](#)

See details below.

[Add delivery instructions](#)

Payment method [Change](#)

 ending in 

Invoice address [Change](#)

Same as delivery address

Gift cards & promotional codes

Enter Code

Apply



A 30-day FREE trial of Amazon Prime has been added to your order. Your order has been upgraded to Prime FREE Delivery.

After your free trial, Prime is just £7.99/month. **You can cancel anytime.**



Amazon Prime (30-Day Free Trial)

£0.00

[Delete](#)

Sold by: Amazon EU S.a.r.L.

This item is not eligible for an AmazonSmile charitable donation.

Gift options not available.

Your Prime membership will be applied to Knowledgecreate9@gmail.com. [Learn more](#)

Items dispatched by Amazon EU Sàrl

Delivery address: Workshop,  United Kingdom [Change](#)

Buy now

By placing your order you agree to Amazon's [Conditions of Use & Sale](#). Please see our [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#).

By placing your order, you acknowledge that you have read and agree to [Terms and Conditions](#), and authorise us to charge your default payment method or any other payment method on file after your 30-day free trial. **Your Prime membership continues until cancelled. If you do not wish to continue for £7.99/month (incl. VAT) after your first month, you may cancel any time by visiting 'Your Account' and adjusting your membership settings. If you cancel your Prime membership during your free trial, you will not be charged.**

Order Summary

Items: £21.62

Postage & Packing: £0.00

Order Total: £21.62

Order Totals include VAT. [See details.](#)

Cancel Prime



smileamazon.co.uk Deliver to Rakhi Richmond TW9 4AH All

Supporting: Age UK Rich... Prime Video Works... 's Amazon Prime Best Sellers Buy Again Today's Deals Customer Service Gift Ideas Books

Amazon.co.uk Today's Deals Warehouse Deals Outlet Subscribe & Save Vouchers Amazon Family Amazon Prime Prime Video Prime Student Mobile Apps Amazon Pick

Your Account

Your Orders
Track, return, or buy things again

Login & security
Edit login, name, and mobile number

Your Addresses
Edit addresses and delivery preferences for orders and gifts

Your payments
Manage payment methods and settings, view balances and offers

Message Centre
View your Amazon and Marketplace Seller Messages

Help
Browse available help topics

Digital content and devices
[Amazon Drive](#)
[Apps and more](#)

Email alerts, messages, ads, and cookies
[Cookie preferences](#)

More ways to shop
[1-Click settings](#)
[Amazon money store](#)

Your Lists

- [Find a Gift](#)
- [Create a List](#)
- [Find a List](#)
- [Save Items from the Web](#)
- [Wedding List](#)
- [Baby Wishlist](#)
- [Kids' Wish List](#)
- [Discover Your Style](#)
- [Explore Showroom](#)

Your Account

- [Your Account](#)
- [Your Orders](#)
- [Your Dash Buttons](#)
- [Your Lists](#)
- [Your Recommendations](#)
- [Your Subscribe & Save Items](#)
- [Your Pets](#)
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- [Sign Out](#)

Cancel Prime



amazon.co.uk Deliver to Rakhi Richmond TW9 4AH All Hello Account & Lists Returns & Orders Basket

All Fresh Morrisons Prime Video Vikas's Amazon Prime Best Sellers Buy Again Today's Deals 30 days free Amazon Music

Amazon.co.uk Today's Deals Warehouse Deals Outlet Subscribe & Save Vouchers Amazon Family Amazon Prime Prime Video Prime Student Mobile Apps

Prime Plan Monthly £7.99 See more plans ▼ Renewal Date 11 February 2021 Update your payment method ▼ Manage Membership Update, cancel and more ▼

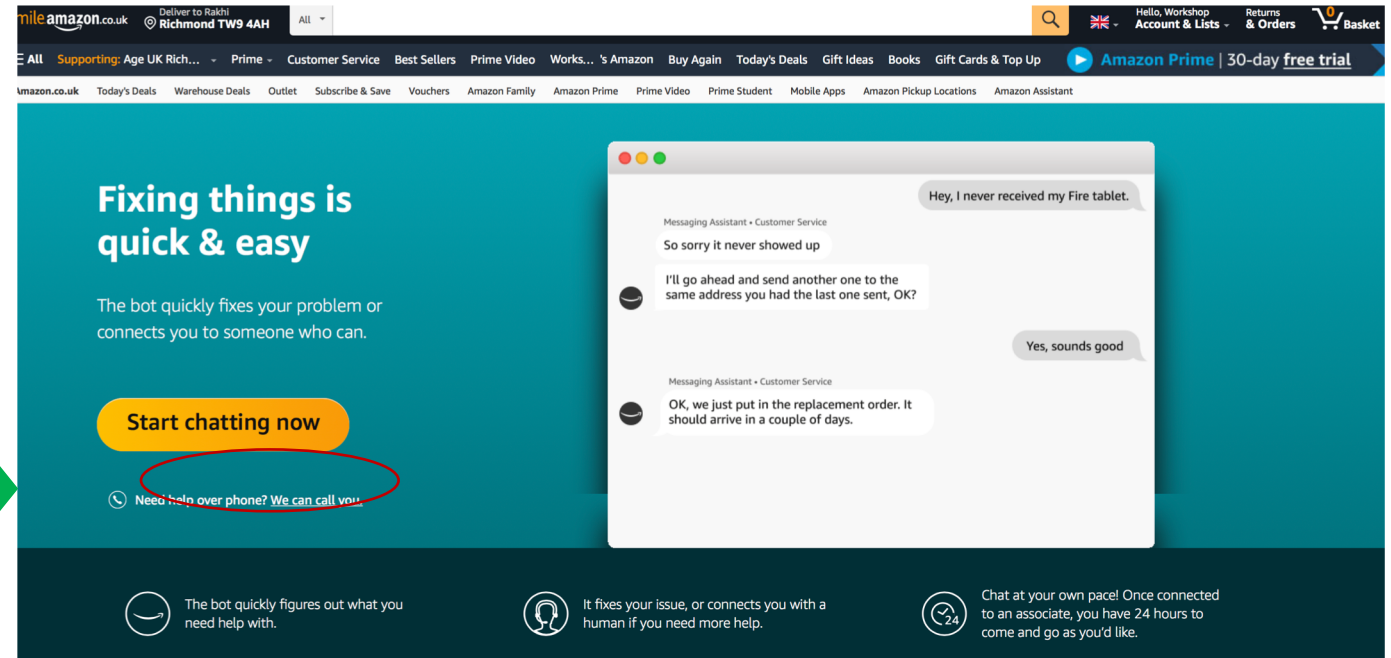
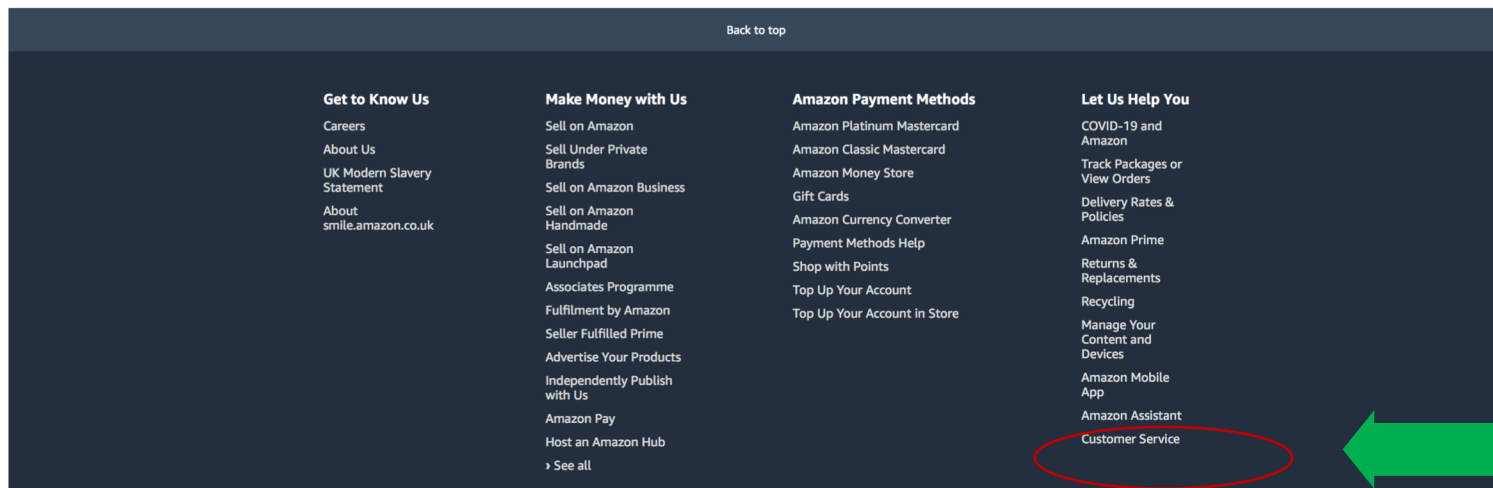
Hello, Vikas!
Love Movies? Love Deals? Prime gives you both
[Explore Prime Video](#)

Manage Membership
[Update, cancel and more ▲](#)

Membership Sharing
Share your benefits
[Manage your household](#)

End Membership
By ending your membership you will lose access to your Prime benefits.
[End membership](#)

Customer service- bottom of the page



Tips, Q&A

- Can send gift card, gifts to some by just adding different delivery address
- Scams- Phone calls. Emails.
- Always compare prices with other websites

Happy Shopping!