

# Help & Customer Service

All Help Topics

## General Shipping Information

- Shipping Restrictions
- International Shipping
- How are Shipping and Delivery Dates Calculated?
- Sign for an Order
- Secure Delivery with a One-Time Password
- Billing and Shipping Addresses Fulfilled by Amazon
- Deliver to Multiple Addresses
- Amazon Photo on Delivery
- Amazon Map Tracking
- About Deliveries Shipped with Amazon
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- About Customs Regulations for Identity Documents
- Getting Started with Amazon Fresh and Whole Foods Market on Amazon Deliveries and Pickup
- FAQs about Amazon and the COVID-19 virus**
- Amazon and COVID-19

## Quick solutions

### Find more solutions

Shipping and Delivery > General Shipping Information >

## FAQs about Amazon and the COVID-19 virus

You can learn more about Amazon's actions to help customers, communities, and employees affected by COVID-19 by going to [Amazon's COVID-19 blog](#).

Last updated on October 27, 2021.

### 1. What do I need to know about placing an order during the pandemic?

You can find up-to-date delivery times on the product detail page for each item, and in checkout. Do not use delivery addresses for buildings that may be closed due to the current provisions (e.g. schools). To check on the status of your order, please visit [Your Orders](#)

### 2. Why are some, Prime and Non-prime, items taking longer to ship?

We are committed to fast and free shipping options all year, including on millions of items available for One-Day and Same-Day Delivery. There are certain times where we balance our fulfillment network capacity with our promise to our customers. At peak shopping times like the holidays, delivery timing will vary by item and delivery area. See [Amazon's plan to serve customers this holiday season](#) on our blog for additional information.

### 3. Is it safe to receive or return orders?

Yes. We have taken precautions to ensure the safety of our employees and customers. You can find more information on [Amazon's COVID-19 blog](#).

# Amazon Best Customer Service

**O García**



**Amazon Best Customer Service:**

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