

Amazon Flex Deactivation Policy

Update effective as of January 1st, 2025.

Amazon is committed to safe and efficient operations while ensuring Amazon Flex delivery partners provide high quality service when delivering with Amazon Flex. An Amazon Flex delivery partner may have their Amazon Flex account deactivated for any material violation of the Amazon Flex Independent Contractor Terms of Service, Program Policies, or any other policy provided to delivery partners by Amazon. To view the Terms of Service in the Amazon Flex app, navigate to Settings > View Legal Information > Independent Contractor Terms of Service.

Amazon may deactivate a delivery partner's account for failure to comply with any of the Service Standards related to Safety, Reliability, Delivery Quality, or Customer Service. Delivery partners are expected to:

- Comply with all provisions of the Amazon Flex Independent Contractor Terms of Service.
- Comply with all health, safety, traffic, or other applicable laws to deliverable or delivery services.
- Notify Amazon immediately of any event or circumstance that impairs the delivery partner's ability to deliver in a safe and reasonable manner.
- Arrive on time or forfeit delivery blocks on time.
- Remain at the correct Amazon station or third-party merchant location ("pick up location") until deliverables are tendered or Amazon or its designee releases the delivery partner.
- Follow operational procedures and safety instructions.
- Complete an effective delivery of undamaged deliverables or other items to the customers' and Amazon's satisfaction.
- Deliver deliverables to customers on time.
- Select correct delivery code in the Amazon Flex app for each attempted delivery.
- Place deliverable in a safe and secure location at the correct delivery address.
- Physically attempt delivery of an assigned deliverable.
- Return undelivered deliverable to the pickup location by 10am the next day, following return process in the Amazon Flex app.
- Follow reasonable customer delivery instructions. Delivery partners are not required to follow customer instructions that are unreasonable or that conflict with health, safety, and other applicable laws.
- Behave with reasonable professionalism in accordance with industry standards and ensure physical safety when interacting with customers, station operations, merchants, and other delivery partners.
- Not to intentionally cause economic harm to customers, station operations, merchants, and other delivery partners.
- Follow the Amazon Flex app instructions for attended deliveries, which includes steps required for age verification, one-time password, or signature.
- Comply with the [Amazon Flex Workplace Harassment Policy](#).
- Not misuse the Amazon Flex app, including incidents of fraud or theft.
- Comply with Independent Contractor Terms of Service related to Licensed Materials.

Please find translations of the Amazon Flex Deactivation Policy in [Spanish](#), [Arabic](#), [Amharic](#), [Swahili](#), and [Nepalese](#).