

Amazon Redemption Terms and Conditions



The following are terms and conditions applicable to the redemption of Aventura points for merchandise purchased through Amazon on CIBCRewards.com. The redemption of Aventura points applies a credit to your Amazon.ca account only. CIBC is not responsible for fulfillment of the merchandise.

1. Delivery

- As the merchandise item is fulfilled by Amazon, please refer to Amazon.ca for more information. [Shipping and Delivery - Amazon Customer Service](#)

2. Returns and Exchanges Policy

- Please note that once a redemption is made for credit on Amazon.ca, your CIBC Rewards points cannot be reinstated. If you wish to return your Amazon item(s), they will be subject to Amazon's return policy which can be viewed here.
- For return and exchange information on Amazon products, please refer to Amazon.ca for more information. [Returns and Refunds - Amazon Customer Service](#)

3. Customer Support

- For inquiries on your Amazon order, please contact Amazon directly by logging into your account and finding the appropriate request you are looking for. www.amazon.ca
- For support with making an Amazon redemption on CIBCRewards.com, please contact the CIBC Rewards Centre at 1-888-232-5656 or 905-696-4907.

4. Disclaimer

- CIBC is not responsible for the fulfillment of the merchandise requested on your Amazon.ca account and CIBC is not responsible for availability of any merchandise or any restrictions or limitations on the purchase of any merchandise.
- All Rewards shown on CIBCRewards.com are subject to change and may be removed, replaced and/or reinstated on CIBCRewards.com without any notice.
- Model numbers for merchandise rewards are subject to change without notice, based on availability, back orders and/or substitutes.
- CIBC does not make any representations or warranties, expressed or implied, including, but not limited to, the implied warranties of conditions of quality or fitness for a particular purpose.
- If your purchase exceeds your credit, then any remaining amount must be paid with another payment method.

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