How to return items on ebay

Part 1 of Find the return policy. Look for the receipt you received by email from eBay for the purchase. It should have the return policy on it. If it doesn't, you can also find the order on eBay by logging in and looking under your account. To find the item you bought, look under "My eBay" and "Purchase History. See if the shop takes returns. Check to make sure the shop takes returns at all. Sellers on eBay have the option of not offering returns, so it's possible you may be out of luck. Many shops will offer returns, though, just because it's good business. Check what the policy states. Shop owners have several options when they set up their return policy. They can set how long you have to return an item, as well as what kind of refund you'll receive. They can also set a restocking fee or make you pay for return shipping. Part 2 of Sign into your eBay account. If you're not already, you need to be signed into your account. You'll just need your username and password to sign in. Find your order. If you haven't already, you need to find your order. Look for it under "My eBay" and "Purchase History. If it's not, make sure you're signed into the right account, and not someone else's in the household. Choose "Return This Item. In the drop-down menu, you'll find "Return This Item. Once you click on it, you'll be redirected to a return page. On that page, you can find "Return Item" in the middle of the page. It should be under "Contact Seller. Fill in the form. On the form page, you'll need to fill in some details about the item. First, you'll need to select a reason for the return from the drop-down list, such as "Changed my mind," "Doesn't fit," or "Wrong item. Finally you can add photos of the item to the form if you need to prove a point. Click "Request a Return" when you are done. Part 3 of Print out the return labels. Once you click on return, eBay should give you return labels. You'll have a return shipping label, which will go on the outside of the package, as well as a return packing slip, which will go on the inside of the package. Wait on the seller. In some cases, you may need to wait on eBay to contact the seller. Usually, you'll only need to wait if the package is large or hard to ship. You may also need to wait if you need to send the package internationally. Package up the item. Repack the item to get it ready to ship, placing the packing slip inside. You can put it back in the same package if it is still suitable for shipping. You just need to make sure the old shipping label is fully covered up by the new shipping label. You don't want the box to come undone in transit. Put it in the mail. Once you've repackaged it, all that's left to do is to mail it back. If your using the eBay mailing slip, you should be able to just hand it off to the carrier. Make sure to mail it back within 5 business days of printing the label. That way, if there's a dispute, you have some evidence of when the package was returned. Wait for it to reach the seller. When using an eBay shipping label, you'll get tracking information, so that you know when it reaches the seller. Once the seller has gotten the item, you should receive a refund within 6 business days. They should refund the money after the item is sent back to them. Not Helpful 1 Helpful 1. This is to compensate for the money the seller lost dealing with a return. Some sellers offer free returns and some don't. Not Helpful 0 Helpful 1. Yes, but ask the seller first whether they offer a refund. Most big sellers and corporate sellers will offer a refund. Unanswered Questions. What is the best way to resend a large item on eBay? Include your email address to get a message when this question is answered. Submit a Tip All tip submissions are carefully reviewed before being published. Many sellers require you to pay for return postage. In some cases, it may be deducted from your refund. Helpful 0 Not Helpful 2.

over a decade. Let's do this! There are several ways you can send an item back to the seller. You'll now have 10 business days from when a return is accepted or a shipping label is provided to you to send your item back. Simply print the label on normal paper and tape it to the package. Make sure the barcode is clear so the carrier can scan it easily. Learn more about our signature confirmation requirements. If you choose to use your own carrier, we recommend using a tracked service. We may ask you to accept a billing agreement to authorize payment for these kinds of charges. In some instances, return shipping charges are estimated rather than based on the actual weight of the package. These charges are based on rates eBay negotiated with the USPS and are typically less than what you would pay at the post office for the same item. Sometimes returning an item may require additional, alternative shipping arrangements, like adding insurance to your package. When you want to return an item using alternative shipping arrangements, and the seller is responsible for the return shipping charges, you'll need to work with the seller to agree on the shipping service and cost before returning the item. Skip to main content. Enter the key words you want to ask for help. Enter your search term to display live search results. Use TAB key to navigate results. If you need multiple return shipping labels to ship multiple packages back to the seller, contact the seller to make alternative shipping arrangements for the packages The item is outside USPS guidelines: An eBay return shipping label is only available for items within the USPS size and weight guidelines. Otherwise, you need to make alternative shipping arrangements The item was originally delivered by freight or local pickup: When the seller is responsible for return shipping costs and you need to make alternative shipping arrangements, contact the seller to agree on the service and cost before sending the item. Top Takeaway When returning an item, use a carrier that provides tracking and upload the details to the return request. Was this article helpful for you? If your item arrives damaged, doesn't match the listing description, or is the wrong item, you can return it for a refund. If you've changed your mind and want to return it, you can ask the seller if they'll accept a return. Have you already opened a return request? Take a look at this article to check the status of your return. If the item you received arrived damaged, doesn't match the listing description, or if it's the wrong item, you're covered under the eBay Money Back Guarantee. You can return it even if the seller's returns policy says they don't accept returns. If you no longer want an item, you'll be able to see in the listing if the seller offers returns, how long you have to request a return, and any other conditions. You can check the listing by selecting the item in your Purchase history - opens in new window or tab. Once you start a return, the seller has 3 business days to resolve your issue. If your problem isn't solved at the end of those 3 days, you can ask us to step in and help. To start a return, select the item you want to send back from your recent purchases above, or use the button below. Once you've started a return, you can check on the status of your request at any time. You can also start a return in your Purchase history. See the instructions below to find out how:. The seller has 3 business days to get back to you. How they respond depends on the reason for your return. The seller will also pay for return shipping. If the returned item is used, damaged, missing parts, or is damaged during return shipping because it wasn't packaged correctly, the seller might deduct from the refund to cover the loss in the item's value. Learn more about our Condition of returns policy. Offer you a partial refund and let you keep the item â€" This can be a good compromise when you're not completely satisfied with your purchase â€" for example, if it arrived with a minor scratch â€" but you're happy to keep it. Offer you a replacement or an exchange â€" Some sellers may offer the option of returning an item for a replacement or exchange instead of a refund. Send you a message â€" The seller may ask you for some more details about your return request. Accept your return request and offer a full refund â€" You'll return the item and the seller issues you a full refund â€" depending on their returns policy, this may or may not include the original shipping cost. Check the seller's return policy in the listing to see who is responsible for return shipping costs. If the returned item is opened, used, damaged, missing parts, or is damaged during return shipping because it wasn't packaged correctly, some sellers might deduct from your refund to cover the loss in the item's value. Offer you a partial refund and let you keep the item â€" This can be a good compromise when the seller doesn't accept returns, but wants to offer you a gesture of goodwill â€" say if you ordered the wrong thing by accident. Decline your return request â€" Sellers can only decline your return request if you changed your mind about an item and they stated in the listing that they don't accept returns, or if you missed the seller's deadline to start a return. Who covers the shipping costs depends on why you're returning it. Find more information about return shipping. You can find this date in the details of your return request which will be sent to your Messages - opens in new window or tab with the subject "Send the item back". If you don't ship the return by that date, we may close the request and you will not receive a refund. When you send your item back make sure a tracking number is added to your return request to avoid

delays or issues in the refund process. If you use an eBay return label, tracking details are automatically uploaded. If you're using a non-eBay label, the seller may have added the number for you. If not, you should manually add tracking details to the return. Keep in mind that the condition of the item you send back to the seller is important, so repack it carefully. If you return the item used, damaged, missing parts, or damaged during return shipping because it wasn't packaged correctly, sellers may deduct from your refund to cover the loss in the item's value. For more information, see our Condition of returned items policy. Learn more about our signature confirmation requirements. When they do, you'll receive an email letting you know. It usually takes 3 to 5 business days for a PayPal refund to go through. If you paid with a credit card, it may take up to 30 days to process, depending on your card provider. Most of the time if you have an issue with a purchase the seller will be able to solve it for you. However, if after 3 business days the seller hasn't been able to resolve your problem, you can ask us to step in and help within 21 business days of opening the request. Learn more about asking eBay for help. It's important to make sure you're certain you want to cancel a request, as you won't be able to re-open a case once it's been closed. Engaging in activity as described in the Abusive Buyer Policy may result in a range of actions, including issuing warnings to buyers, blocking buyers from requesting returns or refunds on eBay, blocking buyers from opening claims, the loss of eBay Money Back Guarantee coverage, and account suspension. You can find more information about our returns policies by referring to our eBay Money Back Guarantee policy and our Condition of returned items policy. Why was my refund less than the amount I paid? If the returned item is used, damaged, missing parts, or is damaged during return shipping because it wasn't packaged correctly, some sellers might deduct from your refund to cover the loss in the item's value. For more details, please see our Condition of returned items policy. What should I do if I sent back the item, but the seller didn't receive it? When returning an item you should always use tracked shipping. If you didn't, and think the seller should have gotten the item back by now, you can ask us to step in and help. How should I return the item? An item should be returned in the same condition in which it was received. When returning an item you should always use a tracked shipping service and upload tracking. This maintains proof you returned the item to the seller which ensures your refund. Learn more about return shipping for buyers. Can I return an item if my account is suspended? Can I return more than one item from my order? Depending on the listing, you can return one item or multiple items. Here are your options:. We'll make sure you either receive the item you ordered, or get your money back. Skip to main content. Enter the key words you want to ask for help. Enter your search term to display live search results. Use TAB key to navigate results. To improve your help experience, please sign in to your account. How to return an item from your Purchase history Find the item in your Purchase history - opens in new window or tab and select Return this item. Select your reason for the return. If the item arrived damaged, broken, or faulty, you have the option to add up to 10 pictures showing any scratches or defects. Select Send. When the seller replies, we'll send you an email with details of the next steps. Here's how the seller may respond: Accept your return request and offer a full refund â€" You'll return the item and the seller issues you a full refund â€" depending on their returns policy, this may or may not include the original shipping cost. Cancel a return request Go to your Purchase history - opens in new window or tab and find the item. Select See request details in the More actions dropdown menu. Select Close your request and choose your reason from the dropdown menu. Frequently asked questions about returns Why was my refund less than the amount I paid? Here are your options: Lots, sets, and bundled items â€" You need to return the entire quantity of the order. For example, if you bought a set of paintbrushes you can't return just one of them. Multi-quantity listings â€" You can return any quantity of your purchased items. For example, you selected a quantity of five t-shirts at checkout. You can return some or all of them, but you only have one opportunity to do so. If you choose to return two t-shirts, you can't return the other three later. Multiple listings from the same seller â€" You can return each item. For example, you buy three books that the seller listed individually, but you paid for all of them at once at checkout. You can return each book individually. Top Takeaway If the item you received arrived damaged, doesn't match the listing description, or is the wrong item, you can return it even if the seller's returns policy says they don't accept returns. Was this article helpful for you? Follow its progress on My eBay or Seller Hub. Click here to watch video. Beginning September 14 th , eBay will automate the returns and refunds processes for active managed payments sellers to align the seller experience across the eBay platform. Automation of returns and refunds saves sellers time, and enables them to process returns faster. This update also enables a streamlined returns experience for buyers by providing them immediate access to return labels if available and faster refunds. There are two changes to the current returns process for managed payments sellers:. This will shorten the processing time of the return, help sellers manage returns more efficiently, and reduce the

likelihood of defects should the buyer ask eBay to step in to help with a case. You can continue to control the efficiency of your returns process by creating rules in your Return Preferences to automatically approve returns or send immediate refunds without requiring the buyer to send the item back. As a reminder, if you require a Return Merchandise Authorization RMA number per settings in your Return Preferences , we will ask you to provide the RMA number before the buyer can send the item back to you. If you receive a request that requires your response such as a "not as described" request covered under the eBay Money Back Guarantee program , we may automatically provide a return shipping label to the buyer. The cost of the label will be billed to your invoice and no impact will occur to your seller performance. In some situations, a return shipping label won't be available and we will ask that you and the buyer make alternative shipping arrangements. For example, the buyer may need to obtain their own return shipping label to ship the item back to you. The party responsible for the cost of the return shipping label depends on your returns policy. For example, if you indicate that "buyer pays" for return shipping, the buyer will need to pay for the label used to ship the item back to you if the buyer doesn't want the item anymore. Alternatively, if you offer free return shipping "seller pays" , you will be charged for the return shipping label used by the buyer. The cost of the label is determined by the weight and dimensions of the package and will cost no more than the original outbound label if it was purchased on eBay. Then you will be able to upload your own label when a buyer requests a return. We recommend that you refund the buyer as soon as you receive the return. However, if the item's tracking information shows confirmed delivery, 2 business days have elapsed, and the refund has not yet been issued to the buyer, eBay may automatically issue a refund on your behalf. You can decide to offer a RMA number by checking the appropriate box in your Return Preferences page. We will ask you to provide the RMA number before the buyer can send the item back to you. You can set up automation rules in your Return Preferences to immediately refund your buyer and let them keep the item. As long as you indicate in your return policy that you want to offer buyers the option to request a replacement or exchange, this option will still be available. Additionally, replacement and exchange requests will not be automated. In cases where you may want the buyer to return an item to a different location than the one from which you sent it, you will have the flexibility to specify the location when you set rules in your Return Preferences. We strive to deliver a returns experience that is consistent and competitive with a modern marketplace. Our five return policy options help streamline the returns experience for our buyers. You may choose to offer:. Individual results may vary. When you move to free returns, use this calculator to estimate how much you might add to each item you sell to compensate for the cost of returns. Lookup Transactions here. Lookup Returns here. Select which policy you currently have and which policy you'll update to:. You can customize other stepsâ€"like when you issue immediate refunds. This can simplify the entire process for both you and buyers. For instance, maybe you want to always offer immediate refunds for clothes that don't fitâ€" create return rules to let that happen. Your life just got easier! You can offer a partial refund if a returned item is damaged, missing parts, or otherwise not in the same condition as when you shipped it. When you're OK with buyers paying to ship back items they no longer want, requests for returns are accepted automatically and we'll provide the buyer with a return shipping label. In some situations, you may still have three business days to provide your own return label before one is automatically sent to the buyer. This usually occurs if the request is outside your return policy window or for certain return reasons. Offering replacementsâ€"items identical to the originalâ€"and exchangesâ€"items that are differentâ€"can help buyers feel better about their purchase. Just be sure to have plenty of stock when offering either of these options. Maybe it wasn't their size. Most sellers on eBay offer returns, but would prefer to keep them to a minimum. As delivery expectations continue to rise, buyers want to be able to track orders and receive them on time. Invalid tracking numbers and use of shipping services that are not integrated with eBay can lead to increased "item not received" buyer requests. Yes, offering a return policy is an option for all sellers. You can offer returns on individual or all items and distinguish between domestic and international return policies. Listings from Top Rated sellers must offer a day free return policy to qualify for the Top Rated Plus discount and seal. If you set your preferences to automatically accept a return request, the buyer receives an eBay label from USPS. You may only use the "upload your own label" option when you're processing a return manually. If your preferences are set to automate any portion of the return process, including offering a replacement, an automatic eBay label will be sent to the buyer for return shipping. You may only use your own label in cases where you manually approve returns. If a buyer requests a return for multiple items at once and your preferences are set to manually approve returns, you can approve the request and provide a single return shipping label to your buyer. Be sure to clearly communicate to your buyer what to do and add the relevant tracking information for all returns.

Unless they were purchased as part of a multi-quantity item, buyers must initiate a return for each item individually. Buyers are able to return multiple quantities of the same item with a single return, but can only initiate one return for each multi-quantity item purchase. For example, if the buyer initiates a return for 3 of 10 shirts purchased as a multi-quantity item, they will not be able to initiate a return for the remaining 7 shirts at a later date. Please leave the following fields untouched. Get Started Everything you need to start selling on eBay. Shipping Whether you ship across town or around the world. Explore your options. Packaging matters Handling time Reducing shipping costs Shipping best practices Return shipping. Service and Payments Learn how to give great service and get paid. Additional Resources. Seller Center Search. Seller Center Returns. On This Page. How returns work. Complete return Issue a refund, replacement, or exchange. Overview FAQs. Overview Enhanced automation for a faster returns experience Beginning September 14 th , eBay will automate the returns and refunds processes for active managed payments sellers to align the seller experience across the eBay platform. There are two changes to the current returns process for managed payments sellers: In most cases, we will automatically accept return requests and provide a return shipping label to a buyer wishing to return an item if an eBay label is available. Once received, sellers will have two business days to review the returned item and issue a refund, or ask eBay to intervene. If no action is taken, eBay will automatically issue the refund two business days after the tracking number shows a confirmed delivery status. At that time, we will close the return with no impact to seller performance. For these return reasons, sellers will have the opportunity to review and approve the return, enabling them to handle the issue directly with the buyer. When an eBay label is available, eBay issues a return label to the buyer to ship the item back to the seller. The seller has two days to inspect the returned item and issue a refund to the buyer. Sellers can continue to control the efficiency of the returns process by creating rules in Return Preferences to automatically approve returns or send immediate refunds without requiring the buyer to send the item back. To qualify for automatic acceptance, return requests must meet all of these criteria: Requests meet your listing returns policy The return is domestic and will be shipped within the US The return is not an exchange or replacement request As a reminder, if you require a Return Merchandise Authorization RMA number per settings in your Return Preferences , we will ask you to provide the RMA number before the buyer can send the item back to you. Returns policies that meet buyers' expectations We strive to deliver a returns experience that is consistent and competitive with a modern marketplace. You may choose to offer: No returns accepted day buyer-paid returns day free returns day buyer-paid returns day free returns. Returns Calculator When you move to free returns, use this calculator to estimate how much you might add to each item you sell to compensate for the cost of returns. Provide from last 90 days: Lookup Transactions here. Total cost of return shipping. Simplify customer service eBay automates some stepsâ€"like return acceptance when your policy permits returns due to buyer's remorse. Click the tabs below to learn more about customizing and optimizing returns. Choose when to give immediate refunds Partial refund option Enjoy automatic acceptance Offer replacements and exchanges. Choose when to give immediate refunds Choose when to give immediate refunds For instance, maybe you want to always offer immediate refunds for clothes that don't fitâ€" create return rules to let that happen. Partial refund option You can offer a partial refund if a returned item is damaged, missing parts, or otherwise not in the same condition as when you shipped it. Enjoy automatic acceptance Automatic acceptance of returns simplifies the returns process. You can even allow the buyer to keep the original item in cases when you don't want it back. For more information about service metrics and peer benchmarks. Click here. Keep returns to a minimum Maybe it wasn't their size. Returns best practices Prevent "item not as described" requests Prevent "item not received" requests. Returns best practices Ensure your products match accurate item description and clear photos. Remove products with high rates of manufacturing flaws from your inventory. Make sure you aren't sending the wrong items. Use checklists for items with many parts, or for multiple items in a combined shipment to avoid missing pieces. Package items securely to prevent damage in shipment. Check returned items carefully before issuing a refund. Issue refunds quicklyâ€"preferably within 2 days of receiving a return. Ask eBay to help you resolve an issue. Keep a valid return address on file, and manage multiple addresses through your preferences. Reduce the number of items that arrive damaged Improve your packaging to prevent damage in shipment. Inspect refurbished and used items more closely for hidden defects and damage. Call these out clearly in your listing description and photos. Reduce the number of items that don't work or are defective Ensure new items are described accurately, sealed, and are in their original packaging. Make sure you aren't missing parts. Inspect packages more closely to ensure all items ordered are included and correct. Check open box items to ensure all components are present and function as expected. Use checklists

for items with many parts, or for multiple items in a combined shipment. Make sure you aren't sending the wrong items Inspect packages more closely to ensure all items ordered are included and correct. Check open box items to ensure all components are correct. Make sure your product is authentic It is illegal to sell counterfeits, fakes, or replicas of brand name items. We don't allow these to be sold on eBay. Please refer to our policy on counterfeit and replica items. Misusing brand names and keywords to manipulate search results can also result in false buyer expectations. Don't make comparisons or reference brands that aren't the same brand you're selling. Ensure your products match their descriptions or photos Clearly and accurately describe your items and return policies. Use lots of high-quality photos and item specifics in your listings to set the right buyer expecta

1997 chevy box truck
2009 volkswagen routan owners manual
1970 ford shop manual

 tions. Photos help buyers to see exactly what they're getting as well as specific details they may be looking for. When selling used items, photos are especially important because they let the buyer see the actual condition of the item along with other details like color. Specify your item's condition using structured specifics and ensure the selected condition is accurate and consistent with the rest of the item description. Tools and resources Carrier options Choose from the most trusted shipping carriers and get exclusive discounts. Compare Carrier Options. Shipping calculator Estimating your shipping costs just got easier. Learn More. Refund automation Choose when to issue immediate refunds. Create Return Rules. FAQs Expand all Collapse all. Buyers are able to request a return for any reason. Was this page helpful? Please answer this question before sending. Page name. Tell us how we can improve this page Submit. Custom Survey Tab. Seller Hub Webinars Seller Update. Stay Connected.