

When a seller can cancel an order

A seller **can cancel** an order if:

The buyer asks to cancel the order and they haven't shipped the item yet

The buyer [hasn't paid](#) within the time allowed

The buyer used the wrong shipping address when they completed their purchase

The item is out of stock (this will result in a transaction defect and affect your [performance](#) and [Seller Level](#))

A seller **won't be able to cancel** an order if:

The buyer has reported that the [item hasn't arrived](#)

The buyer has opened a [return request](#)

When a buyer purchases more than one item, the entire order will be canceled.

Sellers can't cancel individual items when multiple items are purchased as part of the same order.

Actions & time frames for order cancellations

Action

Time frame

Buyer requested cancellations

The buyer requests to cancel an order

Latest: **60 minutes** from the time the buyer commits to buy the item, which is any of the following:

They choose "Buy It Now" in a listing and pay for the item or select "Commit to Buy"

They win an auction

The seller accepts the buyer's offer

The buyer accepts the seller's offer

If this time frame has expired, the **buyer can still contact the seller**

directly and ask if the order can be canceled.

The seller responds to the buyer's request

Latest: **3 calendar days** after the request date

If the buyer has paid for the order and the seller doesn't respond within this time frame, we'll close the request and the order won't be canceled

If the buyer hasn't paid for the order and the seller doesn't respond within this time frame, we'll automatically accept the cancellation

Seller initiated cancellations

The seller cancels an order

Latest: **30 calendar days** after the seller receives notification that the item has sold.

Learn more about [how sellers can cancel an order](#).

If the buyer doesn't pay, the seller can cancel the order after **4 calendar days and up to 30 days** after the order is placed

Learn more about [Resolving unpaid items with buyers](#).

If a cancellation has been initiated but isn't resolved within 30 days, we'll automatically close the request.

Refunds

If the buyer completed payment through eBay checkout and the seller cancels the order, a full refund will be issued to the buyer's original payment method.

If payment was not completed through eBay checkout and the seller cancels the order (for example, the buyer paid by check or cash), the seller will be responsible for issuing a full refund to the buyer.

Abusing the order cancellation process

Sellers aren't allowed to abuse the order cancellation process. A seller should never cancel an order and select an incorrect cancellation reason, including falsely claiming that the buyer failed to pay.

Learn more about [what to do if a buyer has not paid for the item](#).

Activity that doesn't follow eBay policy could result in a range of actions including:

- Canceling listings
- Hiding or demoting all listings from search results
- Blocking some or all of your messages/communication with other members
- Lowering seller rating
- Buying or selling restrictions
- Account suspension
- Application of fees
- Recovery of expenses for policy monitoring and enforcement.

All fees paid or payable in relation to listings or accounts on which eBay takes any action will not be refunded or otherwise credited to your account.

Other terms and related policies

Once an order has been canceled, it can't be undone

eBay refunds the entire final value fee, including the per order fee (\$0.30 per order (for orders \$10 and under) or \$0.40 (for orders over \$10), when you approve a buyer's cancellation request

Buying an item or bidding on an auction on eBay is a commitment to complete a purchase. Buyers should pay for items within 4 calendar days or the seller can choose to cancel the order. If buyers have excessive canceled orders for unpaid items, they may be subject to the consequences outlined in eBay [Unpaid item policy](#) and [Abusive buyer policy](#)

Learn more, [how to set up buyer requirements or blocking a buyer](#)

A buyer can still leave feedback on a canceled transaction, unless the order was canceled because they didn't pay for the item. Learn more in eBay [Unpaid item policy](#)

Canceling an order because the item is out of stock will result in a transaction defect, as sellers are responsible for fulfilling the items they've sold. Learn more in the [Seller performance](#)

If the buyer has paid and the seller declines or doesn't respond to the buyer's request to cancel, they'll need to wait until the item is received and then start a return request instead

Sellers are obligated to complete a sale with a buyer. However, we understand that there may be certain circumstances in which orders need to be canceled.

You can cancel an order by selecting the button below. After you cancel we'll let the buyer know and, if they've already paid, they'll get a refund.

[Cancel an order](#)

The “Issue with buyer's address” reason is no longer available to sellers when canceling orders for items sold through Authenticity Guarantee or eBay international standard delivery programs.

How to cancel an order in Seller Hub or in My eBay Sol

In Seller Hub, go to [Orders](#); or in My eBay, go to [Sold](#).

Find the order you want to cancel.

From **More actions** select **Cancel order**.

Choose a reason for the cancellation and then select **Submit** to finish.

If you're canceling the order because the buyer hasn't paid, the reason code "Buyer hasn't paid" will become available after 4 full calendar days. Learn more about [resolving unpaid items with buyers](#).

You can cancel an order up to 30 days after the sale, even if your buyer has already paid.

If you cancel an order, you may receive a transaction defect and this could affect your [seller performance level](#).

What if the buyer requests to cancel the order?

If you receive a notification from eBay that the buyer has requested to cancel the order, you'll have 3 days to accept or decline the request.

If you don't respond within the 3 calendar days, eBay will close the buyer's cancellation request:

If the buyer hasn't paid, then the order will be canceled automatically

If the buyer has paid, you'll need to fulfill the order

What happens after an order is canceled?

When you cancel an order, a full refund will be issued automatically. Once the buyer has been refunded, you may be eligible for a [fee credit](#) as per eBay fee credits policy.

If the listing was a single quantity, Buy It Now item, eBay will automatically relist the item for you unless you select **No** next to "Relist item?" when you're canceling the order.

If you canceled the order because the buyer didn't pay, any feedback left by the buyer will be removed and your [seller standards](#) won't be affected.

If there is an issue with the refund

If there's an issue with the [refund](#), eBay'll notify you immediately to let you know. eBay'll also ask that you try to issue it again by selecting the **Retry refund** button in the notification. If you still can't issue the refund, try selecting a [different payment method](#) to fund it.

If the buyer doesn't receive their refund within 10 days from the date you accepted the request, they can report that the [item hasn't arrived](#) or that they haven't received a refund through [eBay Money Back Guarantee](#). If a case is opened through eBay Money Back Guarantee, you can refund the buyer through that case.

You can find more information about canceling orders in the [Order cancellation policy](#).