

eBay Customer Service

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1 min article

Tracking your item

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You can follow your package online all the way to your shipping address when the seller uploads tracking information.

- To improve your experience, please sign into your account.

[Sign in](#)

Are you a seller looking to add tracking to your item? Read our article on [tracking items you've sold](#)

Once the seller ships your item, you can keep track of its progress on its way to you.

Track your order

If your seller is using a tracked shipping service, you'll be able to view carrier information as well as your order's current location. If your item isn't sent with tracking, you'll be able to see the expected delivery date for your package.

[Track your item](#)

You can also check your order's delivery status in your [Purchase history](#). If the seller is using a tracked service, you'll see the item's tracking number as a link next to the item.

Tip

If the seller is using a tracked service but you can't see a tracking number, they may need to upload the tracking information. You can [contact the seller](#) to ask them to add tracking.

Track a guest order

To track items you bought as a guest, you'll need the order confirmation we sent to the email address you entered at checkout.

1. Find your eBay guest order confirmation email. The subject line starts with "Order Confirmed".
2. Select **View order details**.
3. Select **Show shipping details**.

You'll see a delivery status bar with a delivery company, tracking number, and the item's current location. If you don't see the tracking information you can select **Contact seller** on the Order Details page and ask the seller if they will upload the tracking number.

If you can't find your guest order confirmation email, select the button below and we'll send you a link to your order details again.

[Find guest order details](#)

Top Takeaway

You'll only be able to track your order's progress if the seller uses a tracked delivery service and uploads the tracking number to eBay.

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You can find out how much shipping costs in the shipping section of every eBay listing. We always show the shipping cost ...

4 min overview

2 min article

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! Severe winter weather may impact delivery times in parts of North America. Check tracking for the latest carrier updates.

Need more help?

Get the help you need from our automated assistant, or contact an agent

[Contact us](#)

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