

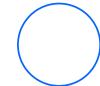
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# ebay Customer Service

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## Return an item for a refund

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If you've changed your mind about an item you bought or there's something wrong with it, you can request a return.

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

[Sign in](#)

### Quick tip

After you've opened a return request, you can check the status at any time by selecting the button below.

[Check the status of my request](#)

## Faster refunds

If the buyer pays the return shipping costs and the return request complies with the seller's return policy or the eBay Money Back Guarantee, the return may be automatically accepted.

In these cases, you can complete your return with just a few clicks and then send the item back.

1. Select the item
2. Select the reason for the return

If you, as the **buyer**, pay for return shipment, you will now receive a USPS or FedEx return label directly, which you can use for the return shipment.

- This label will only be charged when the item is taken to a drop-off point and the QR code is scanned.
- You can find the current shipping information for the automatically provided return label in your return details.
- Once the item arrives at the seller's location, you will receive your refund minus the cost of the return shipping label.

If the **seller** covers the return shipping costs, we will inform you about the next steps in the return details. Once the item arrives back at the seller's location, you will receive a full refund.

## Open a return request

When you request a return, the seller should get back to you within 3 business days. If the seller doesn't respond or you're unable to resolve the issue with them, you can ask us to step in and help.

To request a return, select the item you want to send back from your recent purchases above, or use the button below. You can also start a return request from your **Purchases** in My eBay.

[Open a return request](#)

[More info on when you can return an item](#)

[How to request a return through My eBay](#)

[How to return multiple items](#)

## How the seller may respond to your request

The seller has 3 business days to get back to you. How they can respond depends on the reason for your return:

You changed your mind about an item

Your item didn't match the listing, or it arrived faulty or damaged

When the seller replies, we'll send you an email with details of the next steps. You can also [check the progress of your return request](#) at any time.

## Send the item back

When your return request is accepted, we'll send an email to your [Messages](#) asking you to send the item back. Make sure you ship the return by the date in this email to avoid any delays or issues in the refund process.

If you're responsible for purchasing the return shipping label, make sure you use a tracked service and add the tracking number to your return request. If the item being returned has a total cost of \$750 or more, it will need to be returned with a [signature confirmation](#).

For more information about who pays for return shipping and how to send the item back, see [return shipping for buyers](#).

### Tip

The condition of the returned item is important, so repack it carefully. If you return the item used, damaged, missing parts, or if it gets damaged during return shipping, the seller may deduct an amount from your refund to cover the loss in the item's value. For more information, see our [Condition of returned items policy](#).

## Get your refund

Most sellers refund as soon as they get the item back. If the item has been returned to the seller and they haven't given you a refund after 2 business days, you can ask eBay to step in and help.

### Tip

Some refunds may take a little longer. You can [check the status of your request](#) to find the refund deadline for your return.

Refunds go back to your original or selected payment method and are typically available within 3-5 business days.

Why was my refund less than the amount I paid?

How do refunds work for items shipped through eBay International Shipping?

## Ask eBay to step in and help

Most of the time if you have an issue with a purchase the seller will be able to solve it for you. However, we're here to help.

Here are the main reasons you might ask us to step in and help on a return:

- The seller hasn't responded to your return request after 3 business days
- The seller responded, but hasn't provided a resolution (for example, they accepted the return but didn't provide a return shipping label)
- You returned the item and it's been delivered back to the seller, but they haven't processed a refund by the refund deadline

Don't wait too long to ask us to step in and help. We'll automatically close a return request if there's been no activity.

Here's how you can ask eBay to step in:

1. Find the item in your **Purchases**.
2. Select **See return details**.
3. Select **Ask eBay to step in and help**.
4. Select a reason from the dropdown menu, then select **Confirm**.

[Go to Purchases](#)

When we step in, we'll review the details of your case and will aim to resolve it in the fairest way possible. We normally come back with an answer within 48 hours, though occasionally it might take longer if we need more information.

If you don't agree with our resolution, you can appeal by providing new information within 30 calendar days of the case being closed.

## Close a return request

If you've changed your mind and no longer want to return your item, it's easy to cancel your request. Here's how:

1. Go to your [Purchases](#) and find the item.
2. From the **More actions** dropdown menu, select **See request details** and then **Close your request**.
3. Select your reason for closing the return from the dropdown, and add details if you want to.
4. Select **Confirm**.

If you had already asked eBay to step in, you'll see 'case' rather than 'request'. You can still close it if things are resolved.

**Tip**

You won't be able to re-open the request once it's closed.

## Misuse of returns

Buyers may not misuse our returns processes – such as requesting a return and then sending a different item back. See the [Abusive buyer policy](#) for more examples of activity that we don't allow.

You can find more information about our requirements for returns and eligibility for coverage in our [eBay Money Back Guarantee policy](#).

### Top Takeaway

If the item you received doesn't match the listing, or if it arrived faulty or damaged, you can return it even if the seller's returns policy says they don't accept returns.

### Was this article helpful for you?



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### Related help topics

See other articles in:

[Returns and refunds](#)

[Returning items](#)

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If you don't agree with our resolution when we've stepped in to help resolve an issue, you can appeal by providing new ...

2 min article

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4 min article

- ! 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](#)

## Other options for you

[Start a return](#)

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