



# eBay Customer Service

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## Labels and packaging tips

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Find out what you need to know about getting your item to your buyer quickly and safely.

Once your buyer's order is confirmed, the next step is getting the item safely to your buyer. Our packing guide offers advice for when you've got a large or awkwardly shaped package to send.

Once you've got your item packaged, find out how you can save time and money by printing your shipping labels on eBay.

### Tip

You don't need any special equipment to print labels; just use standard paper in your printer, and tape them to your package.

### [Packing your sold items](#)

How to package all of your items, including irregularly shaped goods.

### [Printing and voiding shipping labels](#)

How to create, print and void your shipping labels.

### [USPS and UPS package types](#)

Learn about the various USPS and UPS package types and shipping services.

## Changing the order's shipping address

To be protected as a seller under eBay Money Back Guarantee, you should only ship orders to the address specified by the buyer at checkout. If a buyer contacts you and asks you to ship their item to a different address, you can still do so, but you won't be protected if the buyer opens an eBay Money Back Guarantee claim.

The best option is to [cancel the transaction](#); the buyer can then repurchase the item and check out with the correct shipping address.

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