



eBay Customer Service

[Home](#) > [Fees and billing](#) > [Refunds and disputes](#) > [Refunding buyers](#)

2 min article

Refunding buyers

Search eBay Help...

Refunding your buyer as a seller is simple. Refunds can be issued by you, or by eBay.

[How refunds work](#)

[Issuing a refund](#)

[Changing how your refunds are funded](#)

Are you a buyer looking for a refund or to return an item? Please read our article on [Returning an item for a refund](#)

Depending on the situation, there are a number of ways a refund can be issued. As a seller, you can issue refunds through Seller Hub or My eBay. You can also issue a refund through a cancellation or return request, or a report that an item hasn't arrived.

Additionally, eBay can issue a refund to your buyer as the result of an eBay Money Back Guarantee case or payment dispute. When eBay issues a refund to a buyer, we may deduct the full amount from the seller for reimbursement.

How refunds work

When you offer your buyer a refund, the amount will be paid from the total of your Available, Processing, and On hold funds. If you don't have enough funds to cover the cost of the refund, the amount will be paid from your linked checking account or an on-file payment method.

- For example, if you issue your buyer a \$100 refund and only have \$80 in Available, Processing, and On hold funds, your payout checking account or on-file payment method will be used to fund the remaining \$20

When eBay issues a refund to your buyer on your behalf due to an eBay Money Back Guarantee case or payment dispute, the amount will be deducted from the total of your Available, Processing, and On hold funds.

If the total of your Available, Processing, and On hold funds are insufficient to cover the outstanding amounts you owe, eBay will charge your on-file payment method for the remaining amounts owed within 14 days. We may add up the amounts you owe into a single charge. All the details related to these charges will be visible on your Financial statement.

Tip

You can choose a preferred [on-file payment method](#) to cover the refund amounts if your funds are insufficient. Please ensure your payment method is up to date to avoid any charge failure.

Issuing a refund

You can issue full or partial refunds for items in Seller Hub or My eBay up to 90 days after the original transaction. Here's how:

1. Locate the order in [Seller Hub](#) or [My eBay Sold](#).
2. From the dropdown menu, select **Send refund**.
3. Choose a reason for the refund.
4. Specify a refund amount for the item or for the order.
5. Enter the desired refund amount, and select **Send refund**.

You'll get an email confirming that the refund has been initiated, and another email once the refund is complete. The refunded amount will appear in your order details. You can refund up to 100% of the transaction.

If you're issuing a partial refund for an order, the amount will be split proportionally across each item in the order.

You may be eligible for [fee credits](#) if you refund the buyer on eBay without us stepping in.

If there's an open cancellation request, return request, eBay Money Back Guarantee case, a report that an item hasn't arrived, or an open dispute made outside of eBay against an order, then the Send refund option will not be available. Instead, any refunds must be made through the open request or case, which can be viewed in [My eBay Sold](#), or the Returns, Cancellations, or Requests and disputes tabs in [Seller Hub](#).

If there's an issue with the refund, you'll be prompted to use the **Retry refund** button. If you're still not able to issue a refund, you can change how your refunds are funded. We do not recommend issuing a refund outside of eBay, as this will not qualify for seller protections.

Tip

Sales on all items in the eBay vault that have passed our [Authenticity Guarantee](#) inspection are final, which means they're not eligible for a refund. Learn more about the [eBay vault](#).

Changing how your refunds are funded

1. Locate the order in [Seller Hub](#) or [My eBay](#):
 - For Seller Hub, go to the **Orders** tab
 - For My eBay, go to the **Sold** tab
2. Select **Send Refund**, or view the **Cancellation**, **Return**, or **Item Not Received** request.
3. Select **Change how you're charged**.
4. Select your preferred payment method and select **Save**.

The saved payment method will be used for any future charges. If your preferred payment method is unsuccessful, we will recoup the amount from your other on-file payment method.

Our video below has more information about how refunds work on eBay.

Top Takeaway

You can issue a full or partial refund for items in Seller Hub or My eBay up to 90 days after the original transaction.

Was this article helpful for you?

Related help topics

See other articles in:

[Fees and billing](#)

[Refunds and disputes](#)

You might also be interested in:

Start getting paid on eBay

Getting paid for items you've sold on eBay is simple. Your buyers can choose from a range of payment methods, eBay manages the end-to-end payments...

2 min article

How to handle a return request as a seller

You can choose whether to accept returns if a buyer changes their mind about a purchase. However, if an item arrives damaged, doesn't match the...

4 min article



Need more help?

Contact us

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

About eBay Announcements Community Security Center Seller Center Policies Affiliates Help & Contact Site Map

Copyright © 1995-2023 eBay Inc. All Rights Reserved. [Accessibility](#), [User Agreement](#), [Privacy](#), [Payments Terms of Use](#), [Cookies](#), [Your Privacy Choices](#) and [AdChoice](#)