



eBay Customer Service

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2 min article

Setting up your shipping options

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There are many ways to send items to your buyers. By offering more than one delivery option, you'll be able to attract different types of buyers.

Integrated shipping carriers

You can pick which shipping methods you want to offer your buyers when creating your listing. Depending on whether you're using the quick listing tool or new listing tool, you'll do this in slightly different ways:

Setting your delivery options using the quick listing tool

Setting your shipping options using the [new listing tool](#)

You can choose to exclude specific shipping locations (regions, countries, PO boxes) from all your listings by using our [Exclude shipping locations page](#). To see other options for managing which users can and can't buy from you, go to our [Buyer Management page](#). See [Setting buyer requirements](#) for more information.

If business policy management is available to you, you can opt in to set up [business policies](#) on payment, shipping, and returns to apply to all your listings.

Integrated shipping carriers

To protect yourself against "Item not received" claims filed through eBay Money Back Guarantee, you need to use a shipping carrier that is integrated with eBay.

The following carriers are integrated with eBay:

Domestic Carriers

Export Carriers

Import Carriers

Domestic Freight Carriers

Tip

We recommend you upload tracking to eBay within your stated handling time. Buyers are more confident their orders will arrive when they receive regular shipping status updates, and are less likely to file "Item not received" claims.

Further information:

- [Offering local pickup](#)
- [Handing off your packages to shipping carriers](#)
- [Drop shipping](#)
- [Using our shipping calculator](#)
- [International shipping for sellers](#)
- [eBay International Shipping](#)
- [USPS and UPS package types](#)

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2 min article

Shipping rates for sellers

Offering free shipping, or reducing delivery charges as much as possible, can help you win over undecided buyers, and grow your business.

1 min article



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