



eBay Customer Service

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Return shipping for sellers

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Who pays for return shipping—you or the buyer—depends on the reason they're returning the item and your return policy.

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Read our most popular questions and answers on how to handle return shipping for items you've sold. You can also find more information in our full article below.

I don't accept returns, why do I have to pay for a return shipping label?

What happens if the item is damaged while it's being returned?

What happens if the item is lost while it's being returned?

What happens if the buyer refuses to pay for return shipping?

If the buyer is sending an item back because it doesn't match the listing description or it arrived damaged or faulty, you're responsible for the cost of return shipping, even if you don't offer returns.

If they simply changed their mind or ordered the wrong item, who pays for return shipping is determined by your return policy. If you stated you offer free returns, you have to pay; otherwise, you can ask the buyer to cover the cost.

Tip

We recommend using a tracked service for return shipping. Tracking lets you know the item is on its way, and eBay can see the progress of the return in case we're asked to step in. When you use an eBay label, tracking is automatically included.

Return shipping options

When you're responsible for return shipping, you can choose from a number of options in the return request form. To get to the return request form, go to your [Returns dashboard](#) and select **View return details**. If you've accepted the buyer's return or offered to send them a replacement, you can choose one of the following options to let them ship the item back to you.

Send an eBay shipping label

If the package meets the size requirements set by the return carrier, you can purchase a return shipping label through the return request and send it to your buyer. They can then print the label and use it to send the item back to you.

Here's how to send an eBay shipping label from the View return details section:

1. Select **Send an eBay shipping label**.
2. Confirm your return address on the label.

Return shipping labels don't include insurance. If you want return shipping to be insured, see our section on [alternative return shipping options](#).

Return shipping costs when you use an eBay label

Provide your own pre-paid label

If you'd rather the buyer use your preferred shipping carrier for return shipping, or if an eBay label isn't available, you can provide your own return label.

When using your own carrier, make sure to upload the label and tracking details to the buyer's return request. For items that have a total cost of \$750 or more, signature confirmation is required.

Here's how to send your own label from the View return details section:

1. Select **Upload a shipping label** and then the **upload image** icon.
2. Choose the label you want to send to your buyer.
3. Select your carrier and enter the tracking number.

Shipping labels for international returns

Language barriers may make it difficult to purchase an international return label. If you're unsure, try contacting the buyer to ask if they'll purchase an international label on your behalf.

If they agree, you need to [send funds to cover the cost](#). Ensure the buyer uses a tracked service and includes signature confirmation for items with a total cost of \$750 or more.

International returns and customs

Ask the buyer to use a label you sent along with the item

If you included a return shipping label with the item when you sent it to the buyer, you can let them know that they should use that to send it back to you.

Here's how you can let the buyer know about the label from the View return details section:

1. Select your carrier and enter the tracking number.
2. Add a message to the buyer.

3. Tick the box beside **I provided a return label with the original item.**

Offer to send funds for the return shipping cost

Use the carrier's shipping calculator to find out how much return shipping will cost. If you're unable to determine the cost, contact the buyer and ask them to provide a quote.

Ensure that the amount includes tracking, and on items that have a total cost of \$750 or more, include signature confirmation.

How to send funds to the buyer:

1. Contact the buyer through [eBay Messages](#), and ask how they would like to receive funds to purchase a return label.
2. Send the funds using the buyer's preferred method.
3. Ask the buyer to confirm that they've received the funds and to upload tracking to the return request so you can see that the item is on its way.

Accommodate the return another way

If you prefer, you can provide the buyer with another method of returning the item. For instance, you can offer to pick up the item in person or let them drop the item off at your closest store. If you want to provide an alternative method of returning the item, simply select **Confirm you will facilitate the return** from the **View return details** section.

Return an item with alternative shipping arrangements

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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...

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