



# eBay Customer Service

[Home](#) > [Fees and billing](#) > [Getting paid](#) > [Payments on hold](#)

2 min article

## Payments on hold

Search eBay Help...

[Transaction holds](#)

[Payment dispute holds](#)

[Payout holds](#)

We know it's important that you receive your money as quickly as possible. However, we may sometimes need to put a hold on your funds due to your selling history or performance, or to address disputes. This helps us keep eBay a safe marketplace for buyers and sellers.

To improve your help experience, please [sign in](#) to your account.

In most cases, holds are lifted when a buyer confirms they've received their item or when a case is resolved.

To check the date when a payment is expected to be available, select the button below:

[Check payment holds](#)

To help ensure eBay remains a safe place to buy and sell, and to meet our [legal and compliance obligations](#), we sometimes place a hold on funds, for example, if there's an open case or dispute on a transaction, if your buyer reports a problem with the order, if your account is restricted or suspended, if you owe eBay money, or if you're a new or infrequent seller. If we placed a hold on your funds, we'll notify you by email and, depending on the reason, may request additional information from you to help resolve the issue.

There are various reasons why we may place a hold on your funds.

### Transaction holds

Transaction holds are when we place a hold on funds related to a particular buyer transaction. The funds on hold may be used to refund the buyer for the same transaction.

While proceeds from your sales typically become available within 2 days of confirming the buyer's payment, we may place a transaction hold on funds while we ensure a successful transaction. To reduce the likelihood of a transaction hold, we recommend shipping an item the same day your buyer pays for it and following good shipping practices, such as adding tracking information to your order.

**Tip**

If we place a hold on your funds, it will usually be resolved within 30 days, but in rare circumstances it may take longer. For most orders, adding tracking information can help you receive your funds faster.

Additionally, we may place a transaction hold on funds depending on your seller status, changes to your account status, or other factors we use to help ensure a safe marketplace in all categories, regardless of whether the transaction is covered by our eBay Money Back Guarantee or not:

- **New or infrequent sellers** will experience transaction holds while learning best selling practices. This helps sellers become established and build a strong selling history on eBay. New sellers typically experience holds for up to 14 days, although sometimes it may be longer
- **Previously restricted or suspended sellers** will experience transaction holds for the 30 days after the [restriction or suspension](#) is lifted, while we confirm that the items have been successfully delivered
- **High priced items or unusual selling patterns** may lead to transaction holds for up to 30 days to help us ensure that buyers don't have any issues with the order
- **The authentication process** may lead to transaction holds for up to 30 days until the authenticity of items sold with [eBay's Authenticity Guarantee](#) can be confirmed

## Payment dispute holds

Payment dispute holds are when we place a hold on funds related to a problem reported by a buyer, regardless of whether the transaction is covered by our [eBay Money Back Guarantee](#) or not.

For example, if a buyer reports that an item hasn't arrived, or the item they received is significantly different from the listing description, we hold funds until the case is resolved and closed. For more information see our article on [best practices for avoiding and handling issues with buyers](#).

The funds on hold may be used to refund the buyer for the same transaction.

## Payout holds

Payout holds are when we hold funds payable to a particular seller, and usually require further seller action on the account.

- **Registration holds:** We may hold payouts if we identify a discrepancy with the information you provided at registration. If your account is restricted, we'll notify you by email with a request for additional information. For more information on how to verify your identity, see our article on [registering as a seller](#)
- **Compliance holds:** eBay maintains policies and procedures to protect buyers and sellers while [complying with applicable laws](#). If your account has a payout hold or restriction for compliance reasons, we'll notify you by email and may request additional information from you
- **Performance holds:** We hold your payouts if we identify unusual activity associated with your account, such as increased customer claims, a sudden change in your selling activity, late deliveries, or negative buyer feedback
- **Invalid payment method:** We may put your payouts on hold if we can't deduct your selling fees and other costs from any of your on-file payment methods. In this case, you'll need to [add another payment method](#)
- **Tax information:** We may put your payouts on hold if we can't validate your Form W-9 for [tax returns](#)

## Was this article helpful for you?

### Related help topics

See other articles in:

[Fees and billing](#)

[Getting paid](#)

You might also be interested in:

#### Getting paid for items you've sold

Getting paid for items you've sold on eBay is simple. Your buyers can choose from many payment methods, and you'll receive your payouts directly in your...

4 min article

#### Pricing your items

Listing your items at the right price will help them sell. Look for similar products on eBay to get an idea of what other sellers are charging.

2 min article



## Need more help?

[Check payment hold status](#)

### Contact us

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