



# eBay Customer Service

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## Resolving unpaid items with buyers

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After you've made a sale on eBay, it's usually a smooth process to complete the transaction with the buyer, but sometimes you might find yourself in a situation where the buyer hasn't yet paid for the item they bought.

If that happens, you can cancel the order after 4 or more calendar days. If the listing was a single quantity, Buy It Now item, it will be relisted automatically unless you choose not to relist.

### Reminding buyers to pay

After a buyer wins an auction or commits to buy an item, we send emails reminding them to pay for the order. If they still haven't paid, you can send them an invoice as an additional reminder.

Here's how to send an invoice to a buyer:

1. Go to your [Sold items](#) in My eBay or Seller Hub.
2. Select the item you want to send the invoice for and then choose **More actions**.
3. Select **Send invoice**.

If the buyer still hasn't paid after you've sent the invoice, and it's been more than 4 calendar days since the listing ended, cancel the order by selecting the **Cancel order** button below and choosing **Buyer hasn't paid** in the drop down menu.

If you've sent a combined invoice, you'll be able to cancel the order 4 or more days after the date the invoice was sent to the buyer.

[Cancel order](#)

Once you cancel the order, your item will be relisted automatically if it was a single quantity, Buy It Now item, unless you choose not to relist. We'll also remove any feedback left by the buyer.

Once the order has been canceled, you can make a second chance offer to the next highest bidder if you listed using the auction format.

It's important to cancel any unpaid items within 30 days from the day the buyer commits to buy so the item can be relisted.

**Tip**

You don't have to contact the buyer if they haven't paid – we'll send them reminders to pay. If you don't receive payment, you can cancel the order after 4 calendar days.

## Using Preferences for items awaiting payment

You can automate how you manage unpaid items on our [Selling preferences](#) page. For items awaiting payment, you can select how long buyers have to pay for items. Typically, orders that aren't paid for will be canceled automatically after 4 or more calendar days.

For combined invoices, the time frame is based on when the most recent item on the invoice was purchased.

You can also customize your settings to relist unpaid single quantity, Buy It Now items straight away. Additionally, any feedback left by the buyer of an unpaid item will be removed.

### Enable Preferences for items awaiting payment

**Tip**

You can exclude certain buyers from having orders canceled automatically when you enable Preferences for items awaiting payment on your selling account.

You can only use Preferences for items awaiting payment when you use [eBay checkout](#), which means that the buyer pays through the standard checkout flow, not cash on delivery or with a check.

If you accept cash on local pickup, checks, or money orders on your listings, you'll need to remove these payment methods if you want to use Preferences for items awaiting payment on those listings.

While Preferences for items awaiting payment is available on most eBay listings, including items listed in eBay Motors, Parts & Accessories, it can't be used for vehicle listings in eBay Motors. If you've sold a car and haven't received payment, you can manually cancel an order in [Seller Hub](#) or [My eBay Sold](#).

### Top Takeaway

When you enable Preferences for items awaiting payment, you can customize your settings so that orders that aren't paid for will be canceled automatically after 4 or more calendar days.

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3 min article

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2 min article



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