



eBay Customer Service

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How sellers can cancel an order

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Sellers are obligated to complete the sale when a buyer makes a purchase. However, we understand that there may be circumstances in which orders need to be canceled.

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

Are you a buyer looking for help canceling a purchase? Read our article on [how buyers can cancel an order](#)

The "Issue with buyer's address" reason is no longer available to sellers when canceling orders for items sold through Authenticity Guarantee or eBay international standard delivery programs.

You can cancel an order by selecting the button below. After you cancel we'll let the buyer know and, if they've already paid, they'll get a refund.

[Cancel an order](#)

You'll find instructions below on other ways to cancel an order.

How to cancel an order in Seller Hub or in My eBay Sold

Tip

You can cancel an order up to 30 days after a sale, even if your buyer has already paid. Keep in mind that if you cancel an order, you may receive a transaction defect and this could affect your [seller performance level](#).

What if the buyer requests to cancel the order?

If you receive a notification from eBay that the buyer has requested to cancel the order, you'll have 3 days to accept or decline the request.

If you don't respond within the 3 calendar days, we'll close the buyer's cancellation request. If the buyer hasn't paid, then the order will be canceled automatically. If the buyer has paid, you'll need to fulfill the order.

What happens after an order is canceled?

When you cancel an order, a full refund will be issued automatically. Once the buyer has been refunded, you may be eligible for a [fee credit](#) as per our fee credits policy.

If the listing was a single quantity, Buy It Now item, we'll automatically relist the item for you unless you select "No" next to "Relist item?" when you're canceling the order.

If you canceled the order because the buyer didn't pay, any feedback left by the buyer will be removed and your seller standards won't be affected.

If there is an issue with the refund

If there's an issue with the refund, we'll notify you immediately to let you know. We'll also ask that you try to issue it again by selecting the **Retry refund** button in the notification. If you still can't issue the refund, try selecting a different payment method to fund it. [Learn how refunds are funded.](#)

If the buyer doesn't receive their refund, they may open an [eBay Money Back Guarantee](#) request and you can refund them through that.

Learn more about [how to help a buyer with an item they didn't receive.](#)

You can find more information about canceling orders in our [Order cancellation policy.](#)

Top Takeaway

If you canceled the order because the buyer didn't pay, any feedback left by the buyer will be removed and your seller standards won't be affected.

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