

How to handle a return request as a seller

<h2>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 listing description, or if the buyer receives the wrong item, you'll generally need to accept the return.</h2>

<h2><h3>The buyer is entitled to return an item that arrives faulty or damaged— even if you said in your listing that you don't accept returns.</h3></h2>

<h2>Read our most popular questions and answers about handling return requests from your buyers. You can also find more information in our full article below.<h3>I don't accept returns, why am I getting a request from the buyer?</h3>Buyers can always submit a return request, even if your returns policy says you don't accept returns. Whether you need to accept the return depends on their reason for opening the return. If the buyer is asking to return the item because it's damaged, faulty, or didn't match your listing description, then you need to accept the return. If they've opened the return for another reason, for instance if they ordered the wrong item or changed their mind, then you aren't required to accept the return — however, where possible we always suggest providing a great customer experience. <h3>What happens if the buyer used the item, or it's damaged while it's being returned?</h3>It's the buyer's responsibility to make sure that the item is returned in the same condition, and ensure that it's packed properly and protected during shipping. If the item is returned used or damaged, you may qualify to deduct an amount from the buyer's refund to cover the loss in the item's value. <h3>What happens if the buyer doesn't send the item back?</h3>Once you've accepted a return, the buyer should send the item back to you as soon as possible. If we don't see any indication that the item is on its way after 15 business days, we may close the return and protect you from negative feedback. Keep in mind that some

returns can remain open for up to 35 business days.

- Are you a buyer looking to return an item? Read our article on [returning an item](https://www.ebay.com/help/buying/returns-refunds/returning-item?id=4041)
- Need help with return shipping? See our page on [return shipping for sellers](https://www.ebay.com/help/selling/managing-returns-refunds/return-shipping-sellers?id=4703)
- Would you like us to help with an open return request? See our page on [asking eBay to step in and help for sellers](https://www.ebay.com/help/selling/managing-returns-refunds/ask-ebay-step-help-sellers?id=4702)

When you create a listing, you'll add a [return policy](https://www.ebay.com/help/selling/managing-returns-refunds/setting-returns-policy?id=4368), which will determine your options if a buyer wants to return an item for "change of mind" (or "remorse") reasons. If the buyer reports that the item arrived damaged or doesn't match the listing description, you'll see different options for responding to the return. If the purchase is covered by the [eBay Money Back Guarantee policy](https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210), you'll have to accept the return, even if you have a no returns policy. When the buyer opens a return request we'll notify you by email (to your registered email address) and through [eBay Messages](https://mesg.ebay.com/mesgweb/ViewMessages/0) - opens in new window or tab. You have 3 business days to respond to the request and resolve the buyer's issue. We've outlined your [response options](https://www.ebay.com/help/selling/managing-returns-refunds/handle-return-request-seller?id=4115#section2) below. In some cases, we may automatically accept a return request on your behalf. If you're unable to resolve the issue within this time, the buyer may ask us to step in and help. In some cases, if you haven't responded to the return

request, we may issue a refund to the buyer and seek reimbursement from you without requiring the buyer to return the item. TipWhen listing an item, it's important to include your returns address - opens in new window or tab. If you don't, and the buyer requests a return, the item will be automatically returned to your registered address.<h2 id="section1">How to start resolving a return request</h2>Choose the item above to start resolving a return. You can also open your Returns dashboard and select View return details from beside the item.You'll be able to see the buyer's reason for requesting the return, the date you need to respond by, and any additional comments or photos provided by the buyer.Check buyer returns<h2 id="section2">Your options for responding to a return request</h2>Your options for responding to a buyer's request depend on the reason they're returning the item and the return policy you stated in your listing.The buyer received the wrong item, it arrived damaged, or it doesn't match the listing descriptionIf a buyer received the wrong item, it arrived damaged, or it doesn't match the listing description the purchase is covered by the <a

item, you have 2 business days to review and issue a refund, or ask eBay to step in and help.

[How to accept a return](#)

Give a full refund: You'll issue a full refund to the buyer, including original shipping costs, and they'll keep the item. This is a good option for low-value items.

[How to issue a refund](#)

Offer a partial refund: You'll issue a partial refund to the buyer, and they'll keep the item. This can be useful when the buyer isn't completely satisfied with their purchase. For example, if an item arrived with a minor scratch, but the buyer is happy to keep it.

[How to issue a partial refund](#)

Send the buyer a message: If you have any questions regarding the buyer's request, you can contact them directly.

[How to send the buyer a message](#)

Offer a replacement or exchange: You may offer a replacement (another of the same item) or exchange (a different, but similar item) instead of a return.

[How to offer a replacement or exchange](#)

If you respond to the request but don't come to an agreement with the buyer after 3 business days, you or the buyer can [ask us to step in and help](https://www.ebay.com/help/selling/managing-returns-refunds/ask-ebay-step-help-sellers?id=4702). If we step in to help, we'll ask the buyer to return the item to you. If the item is returned used or damaged, you will no longer be able to deduct from the buyer's refund to cover the loss in value.

You accept returns in your policy, and the buyer changed their mind about a purchase you stated in your listing's return policy that you accept returns, your buyer can return the item to you, even if they've changed their mind. Here are your response options:

Accept the return: The buyer will send the item back to you for a full refund. If you offered free shipping, you'll need to refund the buyer the full amount of the item. You can't deduct the original shipping cost from any refund amount. If you stated in the listing that you'll cover return shipping charges, choose how you'll arrange for the item to be returned. eBay may automatically accept a return from a buyer on your behalf if an eBay

shipping label is available, and the request was made within the return window permitted by your policy. Once received, you will have 2 business days to review the returned item and issue a buyer refund, or ask eBay to step in and help. If the item is returned used or damaged, you may qualify to [deduct an amount from the buyer's refund](#refund_guidelines) to cover the loss in the item's value. [How to accept a return](#accept)

[Offer a partial refund:](#) You'll issue a partial refund to the buyer, and they'll keep the item. This can be useful when the buyer ordered the wrong thing by accident—for example, the wrong color or size—and you'd like to offer them a gesture of goodwill. [How to issue a partial refund](#partial)

[Give a full refund:](#) You'll issue a full refund to the buyer, and they'll keep the item. This is a good option for low-value items. [How to issue a full refund](#refund)

[Send the buyer a message:](#) If you have any questions regarding the buyer's request, you can contact them directly. [How to send the buyer a message](#message)

If you respond to the request but don't come to an agreement with the buyer after 3 business days, you or the buyer can [ask us to step in and help](https://www.ebay.com/help/selling/managing-returns-refunds/ask-ebay-step-help-sellers?id=4702). If we step in to help, we'll ask the buyer to return the item to you. If the item is returned used or damaged, you will no longer be able to deduct from the buyer's refund to cover the loss in value. You don't accept returns in your policy, and the buyer changed their mind about a purchase. If you stated in your listing that you don't accept returns when a buyer changes their mind, you're not obliged to accept their return request. However, if you do, you'll provide a great customer experience that encourages the buyer to purchase from you in the future. Here are your response options:

[Accept the return:](#) The buyer will send the item back to you for a full refund (this may or may not include the original shipping costs). If you offered free shipping, you'll need to refund the buyer the full amount that they paid. You can advise the buyer that they'll be

responsible for covering return shipping costs, or you can provide a label. If the item is returned used or damaged, you may qualify to [deduct an amount from the buyer's refund](#refund_guidelines) to cover the loss in the item's value. [How to accept a return](#accept): Offer a partial refund: You'll issue a partial refund to the buyer, and they'll keep the item. This can be useful when the buyer ordered the wrong thing by accident—for example, the wrong color or size—and you'd like to offer them a gesture of goodwill. [How to issue a partial refund](#partial): Give a full refund: You'll issue a full refund to the buyer, and they'll keep the item. Depending on your return policy, this may or may not include the original shipping cost. This is a good option for low-value items. [How to issue a full refund](#refund): Offer a replacement or exchange: You may offer a replacement (another of the same item) or exchange (a different, but similar item) instead of a return. [How to offer a replacement or exchange](#replacement_exchange): Decline the return: You can decline the return request if you've stated in your listing that you don't accept returns. [How to decline a return](#decline): Send the buyer a message: If you have any questions regarding the buyer's request, you can contact them directly. [How to send the buyer a message](#message): If you respond to the request but don't come to an agreement with the buyer after 3 business days, you or the buyer can [ask us to step in and help](https://www.ebay.com/help/selling/managing-returns-refunds/ask-ebay-step-help-sellers?id=4702). If we step in to help, we may ask the buyer to return the item to you. If the item is returned used or damaged, you will no longer be able to deduct from the buyer's refund to cover the loss in value. **Tip** In some cases, your response options may differ. For example, you may have opted to [automatically accept return requests](https://www.ebay.com/help/selling/managing-returns-refunds/handling-return-requests/setting-return-policy?id=4368). [How to accept a return](#): To accept a

return:Go to your Returns dashboard - opens in new window or tab.Select View return details beside the item.Select Accept the return and then Continue.If you're responsible for return shipping, <a

If an eBay label was automatically provided or you provide non-eBay return labels and upload tracking, we may close the return if we don't see tracking scans or signals from the buyer showing the item was shipped within 15 business days of when the label was provided. If tracking is not uploaded, we may wait up to 35 business days before closing the returnNo label provided: If the buyer is responsible for return shipping, we may close the return if we don't see tracking scans or signals showing the item was shipped within 15 business days of the return being accepted. If you are responsible for providing return shipping and do not upload a label, we may wait up to 35 business days from the date the return was accepted before closing the

return.How to issue a full refundTo issue a full refundGo to your Returns dashboard - opens in new window or tab.Select View return details beside the item.Select Give a full refund and then Continue.On the next page you'll see the refund amount. Select Refund the buyer. How to offer a partial refundTo offer a partial refund:Go to your Returns dashboard - opens in new window or tab.Select View return details beside the item.Select Offer a partial refund and then Continue.Enter the amount you wish to offer the buyer.You can choose to add a message to the buyer.Select Send offer.You can only offer a partial refund once, and the buyer can choose to accept or reject your offer. How to decline a returnYou can only decline a return if the buyer is returning the item because they changed their mind, and your return policy stated you don't accept returns. Here's how:Go to your Returns dashboard - opens in new window or tab.Select View return details beside the item.Select Decline the return and then Continue.You have the option of entering your reason for declining the request, but it will not be visible to the buyer.Select Decline return.The return request will then be closed. How to send the buyer a messageTo send the buyer a message:Go to your <a

[Returns dashboard](http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextReturn) - opens in new window or tab

Select View return details beside the item.

Select Send the buyer a message and then Continue.

On the next page, enter your message and select Send.

How to offer a replacement or exchange item

Go to your

[Returns dashboard](http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextReturn) - opens in new window or tab

Select View return details beside the item.

Select Send the buyer a message and then Continue.

On the next page, enter your offer to replace or exchange the item and select Send.

Payment holds

When a buyer opens a return request the funds related to the sale may be

<https://www.ebay.com/help/selling/getting-paid/payouts-work-managed-payments-sellers/payments-hold-managed-payments-seller?id=4816>put on hold.

Once the return has been resolved, the hold is lifted and you'll receive your funds in your next scheduled payout.

Refunding the buyer

When you agree to give the buyer their money back, or once you receive the returned item, you'll need to issue their refund within 2 business days.

To do this, go to the case in your

[Returns dashboard](http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextReturn) - opens in new window or tab and choose Refund buyer.

If you don't refund the buyer within 2 business days of receiving the item, we may automatically issue a refund to them on your behalf.

When you issue a refund to the buyer

- They'll be refunded through their original payment method. In most cases, the refund takes 3 to 5 business days to process. However, depending on the payment

method the buyer used, it can take up to 30 days

- We'll automatically relist your item for you. If you don't want your item to be relisted, simply uncheck the Relist item box when issuing the refund
- You may be eligible for fee credits if you refund the buyer on eBay without us stepping in. Learn more about [fee credits](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128)

TipCarefully check the returned item before issuing a refund. Eligible sellers may be able to deduct an amount from the refund if an item is returned used or damaged.

See our [seller protections](https://www.ebay.com/help/policies/selling-policies/seller-protections?id=4345) for more details.

[id="refund_guidelines" name="refund_guidelines"](#)What to do if an item is returned used or damaged

Once you receive the item back, you need to refund the buyer. However, if the item has been used, altered or damaged, it may be appropriate to deduct an amount from the buyer's refund to cover the loss in the item's value. If the return is eligible, you'll see the option to deduct a specific amount or a percentage when you refund the buyer through the return request. Once you've sent the refund, we'll keep the return open for up to 10 days so that we can help the buyer if they ask us to step in, but because you're protected there's nothing more for you to do. See our seller protections for full details of eligibility and how we protect you in these situations. Keep in mind that you're not eligible for fee credits when you deduct from the buyer's refund for a return that was used, altered or damaged, and you'll no longer see this option if eBay steps in to help with the return.

How to deduct from the buyer's refund when the item is returned in a different conditionIf you qualify to deduct an amount from the buyer's refund:

- Find the item in your [Returns dashboard](http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextReturn) - opens in new window or tab.
- Select Report Problem or Refund Now and enter the reason for the

deduction.

On the next screen, select the percentage you want to deduct from the refund amount (see our guidelines below).

Add a comment explaining why the refund isn't full.

Select Refund now.

Guidelines for how much to deduct from the refund

Here are some guidelines to help you determine how much to deduct from the buyer's refund.

Condition of return	Refund deduction
Excellent condition:	
Unused, undamaged, or unaltered	
All items included in the original package	
Factory or vacuum seal must not be broken/opened (if applicable)	
Original tags included & attached (where applicable)	
Must include provided certificates of authenticity, grading, or appraisal	No deductions
Good condition:	
Missing original packaging	
Factory or vacuum seal is broken/opened, but the item is still in its original condition	
Original tags included but unattached	
	5%–10% deduction
Fair condition:	
Missing parts	
Some signs of wear or use	
Item has been installed	
Item has been registered or user has not logged out of the device's account, and it cannot easily be set back to factory settings	
Original tags missing	
	15%–30% deduction
Poor condition:	
Significant signs of wear, or significantly different than how it was shipped to the buyer	
Missing essential parts	
Item is damaged, scratched, defective, or requires service or repair	
Missing provided certificates of authenticity, grading, or appraisal	
Opened items that cannot be resold (perishables, liquor, makeup)	
Sold multiple items but the buyer didn't return all of them	
	35%–50% deduction

Misuse of this protection

Sellers may only deduct an amount from the buyer's refund in order to recover lost value when an item is returned used, altered or damaged. Sellers may not use this protection to recoup market losses on items returned in the same condition or recoup return postage

and/or restocking costs. See the [Seller protections abuse policy](https://www.ebay.com/help/policies/selling-policies/seller-protections-abuse-policy?id=5008) for more examples of activity that we don't allow.

Get help from eBay

We know that our sellers want to provide buyers with a great experience, but sometimes you're not able to reach an agreement. If you and the buyer haven't been able to resolve the issue within 3 business days, we're always ready to step in and help. If asked to step in to help, we may ask the buyer to return the item to you if any of the following apply:

- We can't determine that the item received by the buyer matches the listing description
- You offer returns and your stated return window applies
- You already offered to accept a return

If we step in at any stage and the item is returned used or damaged, you'll no longer be able to deduct an amount from the buyer's refund to cover the loss in value. Learn more about [asking eBay for help](https://www.ebay.com/help/selling/managing-returns-refunds/ask-ebay-to-step-in?id=4702).

eBay return request received, reject return request, broken item, close a return, close return, damaged, damaged item, faulty goods, faulty item, item arrived broken, item arrived damaged, item defect, item not as described, not as described, unwanted item, shipping damage, returns dashboard