

Shipping insurance

Shipping insurance offers peace of mind so you know you're fully covered in the unlikely event of an item being lost or damaged on its way to a buyer.

Carriers insure shipments for a value of up to \$100. If your item costs more than that, consider purchasing additional coverage.

If you're thinking of adding shipping insurance, take a look at the options provided by USPS, ShipCover, UPS, and FedEx to see which best suits your needs.

USPS Shipping Insurance and Claims

USPS Priority Mail and Ground Advantage automatically covers packages that are damaged or lost up to a value of \$100. Additional liability coverage from USPS can be purchased with your shipping label for up to \$5,000 in indemnity to protect against loss or damage. Insurance fees are based on the item's declared value, which cannot exceed the price of the item.

[Learn more](https://www.usps.com/ship/insurance-extra-services.htm) - opens in new window or tab about USPS Extra & Included Insurance.

Tip If you ship to another country and use USPS Priority Mail International or Priority Mail Express International, you'll automatically be covered for items up to \$200.

Filing a USPS claim Either the sender or recipient may file a claim with USPS for insured mail that is lost, arrived damaged or was missing contents. The person filing must have the original mailing receipt. Each claim must be filed within a certain time period and include proof of insurance, value and damage.

[Learn more](https://www.usps.com/help/claims.htm) - opens in new window or tab about filing USPS claims.

ShipCover Shipping Insurance and Claims

On eBay, we offer ShipCover insurance when you buy and print USPS labels on our site. Items shipped to most countries can be covered, although there are some exclusions.

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[href="https://pages.ebay.com/insurance/shipping/coverage.html"](https://pages.ebay.com/insurance/shipping/coverage.html)>ShipCover Parcel Insurance Terms of Coverage - opens in new window or tab page for additional details on items that aren't eligible for coverage and conditions of insurance.It's important to note that we offer ShipCover insurance through Parcel Insurance Plan (PIP), which is underwritten by Interstate Fire and Casualty Company, a subsidiary of Allianz Global Risks US Insurance Company.<h3>Countries where ShipCover will not insure shipments</h3>The following countries are excluded from ShipCover insurance:BelarusCote D'Ivoire (Ivory Coast)CubaIranNorth KoreaMyanmarRussian FederationSudanSyrian Arab RepublicZimbabwePlease note that this list is subject to change.<h3>Items excluded from ShipCover</h3>The following items are excluded from ShipCover insurance:CoinsBullionLoose diamonds or stonesStocksBondsCurrencyDeedsEvidences of debtTraveler's checksMoney ordersGift certificatesCalling cardsLottery ticketsAdmission ticketsAny other negotiable documentsPlasma televisions or monitorsPlease note that this list is subject to change.ShipCover insurance is not available for items shipped using eBay International Shipping. You can purchase insurance through your preferred carrier to cover a shipment to the domestic shipping hub. Any claims related to the international leg of the delivery are handled by eBay International Shipping - opens in new window or tab.<h3>Adding ShipCover insurance to your packages</h3>ShipCover

insurance starts at \$1.70 per \$100 of coverage for domestic shipping, and \$2.83 per \$100 of coverage for international shipping. You can buy up to \$1,000 of coverage. To see a full list of rates go to our [ShipCover page](https://pages.ebay.com/insurance/shipping/shipcover.html) - opens in new window or tab; Here's how to add ShipCover: Go to your [Sold items](https://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextSold) - opens in new window or tab; in My eBay or your [Orders awaiting shipment](https://www.ebay.com/sh/ord/?filter=status:AWAITING_SHIPMENT) - opens in new window or tab; in Seller Hub. Choose the item you'd like to ship and select Print shipping label. In the Additional options section, select additional liability coverage. Select ShipCover Insurance and, if it isn't prefilled, enter the amount of coverage you need, then select Add. The shipping cost section of the page shows the insurance cost. Read the terms of coverage, and check the box to agree. Select Purchase shipping label. You'll receive an email confirming that your shipment is insured, along with your insurance policy number.

Filing a ShipCover claim

We've partnered with Parcel Insurance Plan (PIP) to process ShipCover insurance claims. Here's how to file your claim: Go to [Shipping labels](https://www.ebay.com/lbr/labels-history/my-ebay) - opens in new window or tab; in My eBay or Seller Hub. Find the shipping label for the item and select Create claim under More actions. Fill out the claim form. You'll receive an email confirmation about your claim, including the policy number, claim amount, and claim number. With ShipCover claims, keep in mind: You'll need to wait at least 7 days after the date the transaction ends to file a claim for a damaged item. You'll need to wait at least 30 days after the estimated delivery date to file a claim for a lost item. If

you shipped multiple items but only one arrived damaged, you may only file a claim for that one item.

What happens after you file a ShipCover claim?

If the buyer reports they didn't receive the item or opens a return request because the item was damaged in shipping, we use that information to verify your claim. However, if the buyer doesn't report an issue, they may need to verify your claim by responding to an email from Parcel Insurance Plan (PIP). If the buyer doesn't respond within 15 days, PIP sends you a reminder to get in touch with the buyer and ask them to confirm the claim. Please [contact Parcel Insurance Plan \(PIP\)](https://www.pipinsure.com/ShipCoverContacts.aspx) - opens in new window or tab; if you don't hear from them within 3 weeks of filing your claim.

Viewing your ShipCover claim status

Here's how you can check the status of your claim:

- Go to your [Sold items](https://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextSold) - opens in new window or tab; in My eBay or to your [Orders](https://www.ebay.com/sh/ord/?filter=status:ALL_ORDERS) - opens in new window or tab; in Seller Hub.
- Select View order details next to the item.
- Select View claim status.

UPS Shipping Insurance and Claims

UPS labels include up to \$100 liability coverage from UPS. If your item's declared value is over \$100, you can purchase additional coverage for up to \$999 in value from UPS. Please note the declared value cannot exceed the price of the item.

Here's how to add additional liability coverage from UPS:

- Go to your [Sold items](https://www.ebay.com/mys/sold) - opens in new window or tab; in My eBay or your [Orders awaiting shipment](https://www.ebay.com/sh/ord/?filter=status:AWAITING_SHIPMENT) - opens in new window or tab; in Seller Hub.
- Choose the item you'd like to ship and select Print shipping label.
- In the Additional Options section, select Add additional liability

coverage. Select UPS Declared Value Coverage and, if declared value isn't prefilled, enter the amount of coverage you need. The shipping cost section of the page shows the insurance cost. Read the [UPS Declared Value terms of coverage](https://www.ups.com/assets/resources/media/en_GB/terms_carriage_ecm.pdf) - opens in new window or tab. Select Purchase shipping label.

Filing a UPS claim

 Visit the [UPS claims portal](https://www.ups.com/us/en/support/file-a-claim.page) - opens in new window or tab. Log in to your [existing account](https://www.ups.com/claims/create?loc=en_US) - opens in new window or tab, or [create an account](https://www.ups.com/doapp/signup?loc=en_US&returnto=https://www.ups.com/claims/create?loc=en_US) - opens in new window or tab. It's important the email address associated with your UPS account is the same as the email address associated with your eBay account. Enter required information, refer to the [UPS Claims on UPS.com Seller guide](https://ir.ebaystatic.com/pictures/sc/pdf/UPS_Claims_Process_for_eBay_Sellers_2022.pdf) - opens in new window or tab for workflows for lost or damaged packages. Tip Be sure to select and complete 'Add Alternate Payment Recipient' using your name/company name and address to ensure the claim payout is sent directly to you.

FedEx Shipping Insurance and Claims

 FedEx labels include up to \$100 liability coverage from FedEx. If your item's declared value is over \$100, you can purchase additional coverage for up to \$1,000 from FedEx. Declared value limits vary by the type of item and can't exceed the price of the item. [Learn more](https://www.fedex.com/en-us/shipping/declared-value.html#:~:text=Eligible%20shippers%20can%20declare%20a,specific%20terms%20for%20each%20customer.) - opens in

new window or tab; about FedEx declared value.;Go to your
href="https://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextSold"
target="_blank">Sold items ;- opens in new window or tab ;in My eBay or
your href="https://www.ebay.com/sh/ord/?filter=status:AWAITING_SHIPMENT"
target="_blank">Orders awaiting shipment ;- opens in new window or tab ;in
Seller Hub.;Choose the item you'd like to ship and select ;Print shipping
label.;In the Additional options section, select Add additional liability
coverage.;Select ;FedEx Declared Value Coverage ;and, if declared
value it isn't prefilled, enter the amount of coverage you need. The shipping cost section of the
page shows the insurance cost.;Read the
href="https://www.fedex.com/en-us/shipping/declared-value.html" target="_blank">FedEx
Declared Value Coverage - opens in new window or
tab.;Select ;Purchase shipping
label.</h3>;Filing a FedEx claim</h3>;If something goes wrong with your
delivery, you can file href="https://www.fedex.com/apps/onlineclaims/?locale=en_US">a
claim with FedEx - opens in new window or tab.Insurance is not available through
FedEx Ground Economy. However, if you used FedEx Ground Economy and your package is
damaged or lost from the time it's first scanned by FedEx until it's delivered to a USPS
facility, FedEx Ground Economy is responsible for a maximum replacement value of up to \$100 plus
transportation costs. href="#contactWay">Contact us - opens in new window or tab;
for support with FedEx Ground Economy claims.</h2>;
</h2>;Shipping insurance,shipping cover,shipcover,Parcel Insurance Plan</h2>;